Labor Categories

Administrative Assistant (Series AA)

Level I (AA01) – Provide administrative support specifically dedicated to the requirements of the project team. Plan and produce correspondence, reports, proposals, memos, and other documentation using a personal computer. Operate spreadsheet software such as Excel to produce finished documents. Proofread completed documents. Provide copying and production support as needed. Commensurate experience and education.

Level II (AA02) – Provide administrative support specifically dedicated to the requirements of the project team. Perform a wide range of clerical and administrative duties including, for example, typing, filing, tracking of time records, word processing, dictation, and composition of correspondence. Commensurate experience and education.

Applications Engineer (Series AB)

Level I (AB01) - Analyze functional business applications and design specifications for functional activities. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met.

Level II (AB02) - Analyze and study complex system requirements. Design software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improving current techniques. Supervise software configuration management.

Application Programmer (Series AC)

Level I (AC01) - Assist with the analysis of information requirements. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action.

Level II (AC02) - Participate in the design of software tools and subsystems to support reuse and domain analysis. Assist Applications Engineer and Applications Programmer to interpret software requirements and design specifications to code, and integrate and test software components.

Level III (AC03) - Analyze functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are

met. Experience in information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.

Application Systems Analyst (Series AD)

Provide analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills.

Biostatatician (Series AE)

Specialize in the application of statistics and/or computer technology to biological studies applying the use of statistical software packages such as SAS, BMDP, SPSS, or PL/1.

Business Analyst (Series AF)

Level I (AF01) - Provide expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provide expertise in change management and training support. Provide organizational and strategic planning for a wide variety of technical and functional environments. Provide expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis.

Level II (AF02) - Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components, and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Support the development of functional area strategies for enhanced IT. Commensurate experience and education.

Level III (AF03) - Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components, and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.

Business Process Reengineering Specialist (Series AG)

Level I (AG01) - Apply process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assist senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Commensurate education and experience.

Level II (AG02) – Apply process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Responsible for transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. May provide daily supervision and direction to other contractor business reengineering specialists and web architects. Commensurate education and experience.

Level III (AG03) – Manage use of process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Responsible for transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Key coordinator between customers and multiple project teams to ensure enterprise-wide integration of reengineering efforts and application of best practice including e-business practices. May provide daily supervision and direction to other contractor business reengineering specialists and web architects. Commensurate education and experience.

Chief Information Security Officer (Series AH)

Responsible for determining enterprise information security standards. Develop and implements information security standards and procedures. Provide tactical information security advice and examining the ramifications of new technologies. Ensure that all information systems are functional and secure.

Communications Hardware Specialist (Series AI)

Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements.

Communications Network Manager (Series AJ)

Evaluate communication hardware and software, troubleshoot local-, metropolitan-, and wide-area networks (LAN/MAN/WAN) and other network related problems; provide technical expertise for performance and configuration of networks. Perform general LAN/MAN/WAN administration; provide technical leadership in the integration and test of complex large-scale computer integrated networks.

Schedule conversions and cutovers. Oversee network control center. Supervise maintenance of systems. Coordinate with all responsible users and sites. Supervise staff.

Communications Software Specialist (Series AK)

Analyze network and computer communications software characteristics and recommend software procurement, removals, and modifications. Add, delete, and modify as required, host, terminal, and network devices in light of discerned software needs/problems. Assist and coordinate with communications network specialists in the area of communications software.

Communications Specialist (Series AL)

Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers.

Computer Data Librarian (Series AM)

Maintain library of media (tapes, diskettes, CD-ROMs, videos, CDs, cassettes) used to store record information or provide back-up for automatic data processing applications. Classify, catalog, and store items in accordance with standardized system. Issues media for processing on request. Maintain record of items received, stored, issued, and returned. Examine returned media for damage or excessive wear to determine if they need replacing.

Computer Scientist (Series AN)

Act as a senior consultant in complex or mission critical client requirements. Develop, modify, and apply computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participate in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation.

Computer Security Systems Specialist (Series AO)

Level I (AO01) - Analyze and defines security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment.

Level II (AO02) - Analyze and defines security requirements for MLS issues. Design, develop, engineer, and implement solutions to MLS requirements. Guide effort to gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment. Develop security standards.

Level III (AO03) - Design, develop, engineer, and implement solutions to MLS requirements. Perform complex risk analyses which also include risk assessment. Establish and satisfy information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Support customers at the highest levels in the development and implementation of doctrine and policies. Apply know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Perform analysis, design, and development of security features for system architectures.

Computer Systems Analyst (Series AP)

Level I (AP01) - Analyze information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.

Level II (AP02) - Analyze and develop computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develop plans for automated information systems from project inception to conclusion. Analyze user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, and analyze proposed system modifications, upgrades and new COTS. Analyze the problem and the information to be processed. Define the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.

Level III (AP03) - Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinate with the Project and/or Program Manager to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provide daily supervision and direction to support staff.

Configuration Management Specialist (Series AQ)

Provide configuration management planning. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software.

Cost Analyst (Series AR)

Level I (AR01) - Perform functional economic analysis to evaluate the costs of alternative ways to accomplish functional objectives, analyze investment costs, benefits, and risks as a net change to the functional baseline cost, and the cost of doing business now and in the future, ensuring that cross-functional, security, and other integration issues are addressed. Commensurate education and training.

Level II (AR02) - Perform complex functional economic analysis to evaluate the costs of alternative ways to accomplish functional objectives, analyze investment costs, benefits, and risks as a net change to the functional baseline cost, and the cost of doing business now and in the future, ensuring that cross-functional, security, and other integration issues are addressed. Commensurate education and training.

Data Entry Clerk (Series AS)

Perform data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device. Verify data entered, where applicable.

Data Security Specialist (Series AT)

Provide support to plan, coordinate, and implement the organization's information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of fire-wall and other related security issues on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products (ex. - Domain Name Systems, public–key encryption technology, Smartcard, Cyberguard, TimeStep), and current Internet and electronic commerce technology.

Data Standardization Specialist (Series AU)

Provide technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models.

Database Administrator (Series AV)

Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.

Database Management Specialist (Series AW)

Level I (AW01) – Provide administrative support specifically dedicated to the requirements of the project team. Perform data entry, queries data research and reports generation activities. Knowledge of relational database environment.

Level II (AW02) – Provide highly technical expertise in the use of DBMS. Evaluate and recommend available DBMS products to support validated user requirements. Define file organization, indexing methods, and security procedures for specific user applications. Test and assist in the implementation of changes or new database designs. Monitor database usage and statistics. Knowledge of relational database environment.

Level III (AW03) – Manage the development of data base projects. Plan and budget staff and data base resources. When necessary, reallocate resources to maximize benefits. Prepare and deliver presentations on DBMS concepts. Provide daily supervision and direction to support staff. Extensive knowledge of relational database environment.

Database Specialist (Series AX)

These descriptions are similar in scope. The differences would be the type of education and experience required for the project or task complexity.

Level I (AX01) – Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education.

Level II (AX02) – Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education.

Level III (AX03) – Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education.

Data Warehousing Administrator (Series AY)

Coordinate the data administration technical function for both data warehouse development and maintenance. Facilitate change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well integrated data warehouse infrastructure.

Data Warehouse Analyst (Series AZ)

Design, implement and support data warehousing. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications.

Data Warehouse Programmer (Series BA)

Provide product support and maintenance of the data warehouse. Perform data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse.

Disaster Recovery Specialist (Series BB)

Previous experience in business recovery or disaster recovery planning required. General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements.

Document Control Specialist (Series BC)

Level I (BC01) - Track and maintain the location of records utilizing a personal computer based tracking system. Typically scan bar coded boxes and their locations, update tracking systems as required, archive records, ship and receive records, coordinate the pickup, storage, and delivery of records, perform records searches as requested by clients, maintain logs on the receipt and shipment of records, destroy and archive documents, and prepare periodic inventories of records. Work

normally requires lifting boxes of medium weight throughout the day. Commensurate experience and education.

Level II (BC02) – Track and maintain the location of records utilizing a personal computer based tracking system. Typically scan bar coded boxes and their locations, update tracking systems as required, backup databases on a daily basis, archive records, ship and receive records, coordinate the pickup, storage, and delivery of records, monitor the movement of records through all tasks from initial receipt through final destruction or archiving, perform records searches as requested by clients, maintain logs on the receipt and shipment of records, destroy and archive documents, and prepare periodic inventories of records. Prioritize various tasks, interpret specific instructions, and apply creative problem solving techniques in a variety of situations. Work normally requires lifting boxes of medium weight throughout the day. Commensurate experience and education.

Level III (BC03) – Track and maintain the location of records utilizing a personal computer based tracking system. Typically scan bar coded boxes and their locations, update tracking systems as required, backup databases on a daily basis, archive records, ship and receive records, coordinate the pickup, storage, and delivery of records, monitor the movement of records through all tasks from initial receipt through final destruction or archiving, perform records searches as requested by clients, maintain logs on the receipt and shipment of records, destroy and archive documents, and prepare periodic inventories of records. Work normally requires lifting boxes of medium weight throughout the day. Prioritize various tasks, interpret specific instructions, and apply creative problem solving techniques in a variety of situations. May supervise other document center staff. Commensurate experience and education.

Document Support Specialist (Series BD)

Level I (BD01) – Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. Knowledge of the use of word processing software. Commensurate experience and education.

Level II (BD02) – Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. Knowledge of the use of word processing software and the use of advanced software features such as style sheets and macros. Commensurate experience and education.

Duplicating Machine Operator (Series BE)

Operate one or more photocopying office machines to make copies of documents such as letters, reports, directives, manuals, articles and bulletins. Operate small binding machines. Perform clerical duties associated with the request for printing and photographic services. Prepare assembly sheets and printing requisitions with specifications for printing and binding. Track work and deliver and pick up work. Perform minor repairs and preventive maintenance. Maintain an inventory of supplies and parts needed for reproduction equipment. Coordinate repairs with vendors. Demonstrated experience operating high speed copiers including the ability to coordinate tasks and maintain accountability for vital project functions.

Electronic Data Interchange (EDI) Specialist (Series BF)

Analyze, design, and develop specifications for enhancements and extensions with Electronic Data Interchange (EDI) application interfaces and maps. Coordinate EDI testing and trading partner

implementation initiatives. Provide support for EDI database analysis, design, and operations. Establish and maintain communications within organization and with partners. Conduct and manage product evaluations. Provide product installation, configuration, and training. Perform systems maintenance to update records, specifications, and operating procedures of partner systems. Maintain EDI account transaction activities.

Electronic Meeting Technographer (Series BG)

Support the meeting facilitator or Data Modeler in preparing and conducting meetings, and in meeting follow-up activities. Manipulate on-line electronic meeting software, such as GroupSystems V, for Business Reengineering or Process Improvement sessions. Catalog, maintain, and distribute customer session data files.

Enterprise Resource Planning (ERP) Specialist (Series BH)

Adapt functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, include but are not limited to: knowledge management, investment analysis, data warehousing, ecommerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.

Facilitator (Series BI)

Assist group members of teams formed in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively. Manage the team meetings and workshops. Keep the team focused on the subject at hand to achieve objectives. Assures discussions are brought to conclusion.

Financial Analyst - IT (Series BJ)

Typically determine the feasibility of automating government financial business practices. Support definition of government financial business practices and incorporate processes into an automated solution. Assist in applying sound accounting and data processing principles. Integrate government financial business practices. Identify potential problems and solutions through analysis and recommends solutions. Work with functional specialists, vendors, and customers to effectively automate requirements. Apply applications, while adhering to established accounting principles and practices.

Functional Analyst (Series BK)

Level I (BK01) – Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task.

Level II (BK02) – Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. Provide daily supervision and direction to support staff.

General Clerk (Series BL)

Level I (BL01) – Perform simple repetitive tasks such as filing pre-coded documents in a chronological file or operating office equipment, e.g., photocopy, addressograph or mailing machine, microfilming,

and electronic imaging. Normally requires an eye for detail in performing all document related tasks. Commensurate education and experience.

Level II (BL02) – Perform repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. May have responsibility for preparing a variety of documents for microfilming and electronic imaging using written guidelines. Work requires an eye for detail in performing all document related tasks. Commensurate education and experience.

Level III (BL03) – Perform tasks that require the selection of the appropriate methods from a wide variety of procedures that may require an interpretation and/or adaptation of guidelines. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others. Often required to assist less experienced staff in the performance of office procedures. Work requires an eye for detail in performing all document related tasks. Commensurate education and experience.

Geographic Information System (GIS) Specialist (Series BM)

Develop, maintain and update Geographic Information System (GIS) databases; obtain data from city, state, federal and private sources; receive and review maps, land parcel records and engineering documents. Identify pertinent GIS information and convert data into proper GIS formats. Ensure accuracy and completeness; enter data into databases; and update essential GIS layers and databases. Create a variety of maps and GIS related documents. Provide expertise in GIS hardware and software products. Provide technical support to GIS users.

Graphical User Interface Designer (Series BN)

Provide specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for client-server applications (e.g. Microsoft Windows presentation screens). Conduct studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.

Graphics Specialist (Series BO)

Conceptualize, design, and develop a wide variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Design other visuals such as logos, mastheads, and illustrations for articles in technical manuals, health journals, and other publications using advanced desktop publishing, page layout, and/or typesetting software to design and develop high qualify textual and graphic compositions that communicate complex technical information. Develop systems for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products.

Hardware Draftsman (Series BP)

Develop engineering drawings, using computer based drawing packages such as Aptitude. Develop engineering drawings for site plans, electrical interconnect, and mechanical plans for specialized hardware.

Hardware Installation Technician (Series BQ)

Level I (BQ01) – Conduct site surveys; assess and document current site network configuration and user requirements. Design and optimize network topologies. Analyze existing requirements and prepare specifications for hardware acquisitions. Prepare engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Prepare drawings documenting configuration changes at each site. Prepare site installation and test reports. Configure computers, communications devices, and peripheral equipment. Install network hardware. Train site personnel in proper use of hardware. Build specialized interconnecting cables.

Level II (BQ02) – Organize and direct hardware installations on site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Analyze and develop new hardware requirements and prepare specifications for hardware acquisitions. Direct and lead preparation of engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Mobilize installation team. Direct and lead preparation of drawings documenting configuration changes at each site. Prepare site installation and test reports. Coordinate post installation operations and maintenance support.

Hardware Specialist - Information Technology (Series BR)

Review computer systems in terms of machine capabilities and man-machine interface. Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and solutions will satisfy the user's requirements.

Help Desk Manager (Series BS)

Provide daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

Help Desk Specialist (Series BT)

Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

Imaging Specialist/Technician (Series BU)

Level I (BU01) – Digitize images into databases for preservation and enhancement by imaging software. Use hardware and software to fine-tune original digital image for color and resolution and perform quality assurance. Store digital image files on various digital media. Maintain records of workflow, image creation and storage of digital files.

Level II (BU02) – Digitize images into databases for preservation and enhancement by imaging software. Use hardware and software to fine-tune original digital image for color and resolution and perform quality assurance. Store digital image files on various digital media. Maintain records of workflow, image creation and storage of digital files. Develop procedures for programming and execution of software to manipulate digital images.

Level III (BU03) – Digitize images into databases for preservation and enhancement by imaging software. Use hardware and software to fine-tune original digital image for color and resolution and

perform quality assurance. Store digital image files on various digital media. Maintain records of workflow, image creation and storage of digital files. Develop procedures for programming and execution of software to manipulate digital images. Provide highly technical and specialized solutions to complex imaging problems. Perform analyses, studies, and reports related to imaging.

Informatic Specialist/Bioinformatician (Series BV)

Provide high level expertise in the application of technology to areas of interest to government health organizations including Medical Informatics or Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission including SAS, Epi Info, etc.; applying sound quantitative data and methods to support deployment of resources for massive public health surveillance, prevention and intervention campaigns and related health activities. Provide expertise across a wide variety of IT areas as applied to public health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education. Provide expertise in the integration of a variety of heterogeneous public health information systems and databases the sharing and dissemination of public health information; in the interaction of information security technology and the requirements for privacy and confidentiality of public health data; in the application of the HIPAA regulations to the use of information technology in public health; in new areas of interest to public health including the information available from managed care organizations; with national and/or international standards development activities such as HL7, X12, W3C; and in the application of advanced scientific visualization technology to public health science and practice.

Information Engineer (Series BW)

Level I (BW01) – Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.

Level II (BW02) – Apply an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise wide strategic systems planning, business information planning, business and analysis. Perform process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Apply reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff.

Information Resource Management Analyst (Series BX)

Ensures problem resolution and customer satisfaction for individual task orders. Perform technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, federal government legislative and regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects.

Information Systems Training Specialist (Series BY)

Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (ex. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills.

IT Policy/Legislative Specialist (Series BZ)

Assist in interpreting and implementing IT public policy initiatives. Typical support includes assistance with long-term strategy development, tracking legislation, and making policy recommendations. Meet with client often on a daily basis to relay progress and establish priorities.

IT Strategic/Capital Planner (Series CA)

Provide strategic planning of large projects or a significant segment of a strategic planning portion of a large complex project. Provide the overall approach to clarify mission statements so they can be used as springboards in envisioning their desired future. Assist in developing mission and vision statements, subsequent goal delineation, provide guidance for building operational plans and specifying measurable outcomes to include capital outlay planning efforts in a consolidated strategic planning process and prioritizes those initiatives. Assist in preparation of key strategic planning documentation, including Office of Management and Budget (OMB) Form 300.

Knowledge Management Specialist (Series CB)

Assist in the design, development, and implementation of Knowledge Management (KM) strategies. Apply expertise in KM tools and deploy information management and content management strategies and experience. Comprehend and recognize key barriers to KM behavioral change and develop effective change management programs. Analyze business processes, interview stakeholders, and evaluate strategic and IT plans to develop KM programs. Develop KM governance structures and processes for implementing KM programs and systems and provide consulting thought leadership on current best practices in KM, portal design, and intellectual capital and content management.

Librarian (Series CC)

Maintain library collections of books, serial publications, documents, audiovisual, and other materials and assist groups and individuals in locating and obtaining materials. Furnish information on library activities, facilities, rules and services. Explain and assist in the use of reference sources, such as card or book catalog or book and periodical indexes to locate information. Issue and receive materials for circulation or use in library. Assemble and arrange displays of books and other library materials. Maintain reference and circulation materials. Answer correspondence on special reference subjects. Assist in the development of library policy and procedures. Plan, implement, evaluate services, and develop service standards.

Librarian Technician (Series CD)

Provide information service, such as answering questions regarding card catalogs, and assist in the use of bibliographic tools, such as Library of Congress catalog. Perform routine cataloging of library

materials. File cards in catalog drawers according to system used. Answer routine inquiries, and refer people requiring professional assistance to the Librarian. Verify bibliographic information on order requests. Work or direct workers in maintenance of stacks or in section of department or division, such as ordering or receiving section of acquisitions department, card preparation activities in catalog department, or limited loan or reserve desk operation of circulation department.

Medical Billing/Account Management Specialist (Series CE)

Provide technical analysis and verify the accuracy of invoices to ensure that full and accurate services and features are as requested. Input and validate service orders. Analyze vendor invoices, customer inventories of service and equipment, and service orders to assure rates are correct and in compliance with quoted prices and dates of service. Reconcile invoice and inventory records, ensuring accuracy of International Statistical Classification of Diseases and Related Health Problems (ICD) codes, if necessary, and advise the customer of discrepancies that could affect payment of invoices. Operate and update various data bases relative to task order and inventory maintenance.

Modeling and Simulation Specialist (Series CF)

Specify, design, develop, implement, and support projects that focus on dynamic or static modeling and simulation. Provide expertise in the application of modeling and simulation to design, engineering analysis, and control applications.

Network Administrator (Series CG)

Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including: day-to-day operations, monitoring and problem resolution client Networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices.

Network Draftsman (Series CH)

Develop engineering drawings, using computer based drawing packages such as Aptitude. Develop engineering drawings for site plans, network configuration and design.

Network Installation Technician (Series CI)

Level I (CI01) – Conduct site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Follow engineering plans and site installation Technical Design Packages. Develop installation schedules. Work with network installation team. Assist in the preparation of drawing and documenting configuration changes at each site. Prepare site installation and test reports.

Level II (CI02) – Organize and direct network installations on site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Direct and lead preparation of engineering plans and site installation Technical Design Packages. Develop installation schedules. Mobilize network installation team. Direct and lead preparation of drawings documenting configuration changes at each site. Prepare site installation and test reports. Coordinate post installation operations and maintenance support.

Network Support Technician (Series CJ)

Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.

Operations Manager (Series CK)

Manage computer operations. Ensure production schedules are met. Ensures computer system resources are used effectively. Coordinate the resolution of production-related problems. Ensure proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provide users with computer output. Supervise staff operations.

Procurement Product Specialist (Series CL)

Provide analysis, design, development, testing, and implementation of computer software in support of a range of functional and technical requirements to provide support for procurement software development tasks. Provide expertise in procurement processing to develop automated systems.

Program Administration Specialist (Series CM)

Assist in the preparation of management plans and reports. Coordinate schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and in-process review preparation. Perform analysis, development, and review of program administrative operating procedures.

Program Analyst (Series CN)

Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide program requirements. Review the business and system, software and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues.

Program Manager (Series CO)

Serve as the program manager typically responsible for organizing, directing, and managing all aspects of contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer's organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual

obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business.

Project Control Specialist (Series CP)

Direct all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff.

Project Leader (Series CQ)

Consult in a specific functional area of project. Support the development of work plans to fulfill government requirements. Support formulation of milestone schedules or other documented plans. Commensurate education and experience.

Project Manager (Series CR)

These descriptions are similar in scope. The differences would be the type of education and experience required for the project or task complexity.

Level I (CR01) – Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.

Level II (CR02) – Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.

Level III (CR03) – Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.

Public Health Analyst (Series CS)

Oversee and develop data management systems, including computer programs to monitor data quality, such as SAS, MS ACCESS, MS Excel, etc. Analyze data for reports, presentations and publications; assist in the review of study data for data quality; organize study files, including data and

correspondence files using common word processing software; perform scientific, medical and research literature searches and prepare slides for scientific presentations.

Quality Assurance Analyst (Series CT)

Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user's satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

Quality Assurance Manager (Series CU)

Establish and maintain a process for evaluating software and associated documentation. Determine the resources required for quality control. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the development life cycle. Provide daily supervision and direction to support staff.

Quality Assurance Specialist (Series CV)

Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle.

Records Management Specialist (Series CW)

Coordinate and track document requests following the guidance of the National Archives and Records Administration (NARA) and Federal Records Center (FRC). Coordinate classification reviews as required. Submit documents and track in a database. Answer customer requests for documents or assistance. Prepare expired records for destruction. Record receipt and storage including indexing. Populate databases. Perform database queries. Perform quality control of box contents. Perform inventory reconciliations. Provide classified mail services if required.

Scanner Operator (Series CX)

Operate high-speed scanner or cameras and personal computers to perform imaging or microfilming following established, written procedures. Perform daily, weekly, and monthly maintenance routines including minor repair service on cameras. Meet daily production goals and quality standards. Commensurate experience and education.

Scientific Data Analyst (Series CY)

Provide high level expertise in applicable public health disciplines to collect, abstract, code, analyze, or interpret scientific data contained within information systems and databases related to public health.

Subject Matter Expert (Series CZ)

Level I (CZ01) – Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Level II (CZ02) – Analyze user needs to determine functional requirements and define problems and develop plans and requirements in the subject matter area for moderately complex to complex systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. Possess 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. Demonstrate exceptional oral and written communication skills. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Level III (CZ03) – Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

System Administrator (Series DA)

Level I (DA01) – Assist with the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Assist with the optimizing of system operation and resource utilization, and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education.

Level II (DA02) – Perform the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization, and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education.

Level III (DA03) – Supervise and manage the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Plan and monitor the optimizing of system operation and resource utilization, and perform systems capacity analysis and planning. Plan and monitor assistance to users in accessing and using business systems. Commensurate experience and education.

Systems Architect (Series DB)

Level I (DB01) – Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

Level II (DB02) – Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the OSI and ISO reference models, and profiles of standards - such as IEEE OSE reference model - as they apply to the implementation and specification of information management solution of the application platform, across the API, and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

Systems Engineer (Series DC)

Level I (DC01) – Perform additions and changes to network hardware and operating systems, and attached devices; include investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems using knowledge of hardware and software installation and maintenance in a PC/LAN_WAN environment. Maintain network infrastructure standards including network communication protocols such as TCP Transport Control Protocol/Internet Protocol (TCP/IP).

Level II (DC02) – Coordinate and/or perform additions and changes to network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.

Level III (DC03) – Supervise, coordinate and/or perform additions and changes to network hardware and operating systems, and attached devices; including investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in

the day-to-day operations on network hardware and operating systems including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Participate in planning design, technical review and implementation for new network infrastructure hardware and network operating systems for voice and data communication networks. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government. Diagnose and resolve complex communication problems.

System Operator (Series DD)

Monitor and support computer processing. Coordinate input, output, and file media. Distribute output and controls computer operation that may be mainframe, mini, or client/server based.

System Programmer (Series DE)

Create and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications.

Technical Writer/Editor (Series DF)

These descriptions are similar in scope. The differences would be the type of education and experience required for the project or task complexity.

Level I (DF01) –Assist in writing and/or editing technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.

Level II (DF02) – Write and/or edit technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.

Level III (DF03) – Write and/or edit technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant

information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.

Telecommunications Engineer (Series DG)

Level I (DG01) – Provide support in the translation of business requirements into telecommunications requirements, designs and orders. Provide in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provide telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Support telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Lead design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyze network performance with tools such as Sniffers, Concord Network Health, or Network Informant; network management tools such as Hewlett Packard Openview or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Perform comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis).

Level II (DG02) – Manage the translation of business requirements into telecommunications requirements, designs and orders. Provide in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provide telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Support telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Lead design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyze network performance with tools such as Sniffers, Concord Network Health, or Network Informant; network management tools such as Hewlett Packard Openview or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Perform comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis). May provide daily supervision and direction to support staff.

Telecommunications Specialist (Series DH)

Level I (DH01) – Assist senior personnel in formulating and developing communications requirements and design standards. Perform complex studies to determine networking capacities and reliability, and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education.

Level II (DH02) – Formulate and develop communications requirements and design standards. Perform complex studies to determine networking capacities and reliability, and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education.

Test Engineer (Series DI)

Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Training Manager (Series DJ)

Provide leadership and management for training tasks that are being performed by the contractor. Prepare training documents and services that are required to support training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to insure that the training meets their needs.

Training Specialist (Series DK)

Level I (DK01) – Conduct the research necessary to develop and revise training courses. Develop and revise courses and prepare appropriate training catalogs. Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops and seminars. Prepare reports and monitor training tasks in support of the goals of the Contractor Program Manager and the government sponsor(s) using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input to the Project Lead and the Contractor Program Manager on which decisions for training validation and or modifications of specified items or systems can be corrected. Commensurate education and experience.

Level II (DK02) – Conduct the research necessary to develop and revise training courses. Develop and revise courses and prepare appropriate training catalogs. Prepare instructor materials (course outline, background material, and training aids). Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops and seminars. Prepare reports and monitor training tasks in support of the goals of the Contractor Program Manager and the government sponsor(s) using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input to the Project Lead and the Contractor Program Manager on which decisions for training validation and or modifications of specified items or systems can be corrected. Commensurate education and experience.

Web Content Administrator (Series DL)

Provide support for developing and providing Agency Web-site content that will motivate and satisfy government and civilian users' needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provide support for maintaining civil service handbook and policies/procedures on the agency Web; assisting in developing agency newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provide support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: English (or Spanish), Journalism, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software (ex. - MS FrontPage, Dream Weaver, Access, HyperText Markup Language (HTML), and Web 2.0 software such as wikis, portals, and Microsoft Sharepoint).

Web Designer (Series DM)

Provide support in upgrading, maintaining and creating content for Agency web-site under the guidance of Web Project Manager. Provide day-to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have good communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., PhotoShop, Illustrator). Experience with animation software and image optimization is desirable.

Web Project Manager (Series DN)

Provide support in managing the development of agency Web sites. Lead team of Content Administrators, Software Developers and Designers. Preference for project management skills Web development skills. Provide leadership to a team to gather/analyze client requirements, write/edit web copy, work with internal/external resources on design, coordinate with IT Services on development, and work with Legal/Regulatory on content approvals; coordinate/document all aspects of the project; develop/manage client request/review process; track all requests/changes; and adhere to a project timeline.

Web Software Developer (Series DO)

Provide support to develop Web based applications including on line customer service to transform government agencies to be able to deliver their services on line. Provide support in developing the site concept, interface design, and architecture of the web-site. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages, JavaScript, Visual Basic, JavaScript, Access, HTML, DBMS's (ex. - Oracle, Sybase, etc.) and knowledge of SQL in SQL server.

Webmaster (Series DP)

Gather requirements for Web sites using graphics software applications, techniques, and tools. Update Web sites using graphics software applications, techniques, and tools using knowledge of web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications. Support design group efforts to enhance look and feel of organization online offerings. Upgrade Web site to support organization strategies and goals relative to external communications.

Wide Area Network Administrator (Series DQ)

Maintain efficient functional systems, networks and communication connectivity for all users, keeping current on new developments for all assigned areas, including continually performing feasibility studies on how new products/technology would fit into existing system/WAN/LAN infrastructures and developing implementation plans for the changes/upgrades. Analyze, plan (including long-range planning), test, implement and trouble shoot systems, wide area network and communications network systems.