Commercial Price List

For

Innovative Computing & Applied Technology
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1.0 OVERVIEW

INnovative Computing & Applied Technology (dba INCATech) is a Virginia-based 8(a) EDWOSB established to provide a full range of information technology support through the principals and staff of the corporation. INCATech has prepared this rate program to provide information on their ongoing commercial support program.

The Support described includes technical support including discovery, data collection, analysis, and recommendations. INCATech is prepared to provide additional support if requested and as appropriate.

2.0 TASK REQUIREMENTS

Consistent with customer and INCATech leadership direction, INCATech is prepared to provide consulting, technical and analysis support to assist our clients. INCATech has identified the functions detailed in paragraphs 2.1 below as fundamental to success.

2.1 Technical Support

2.1.1 Business Analyst 1

Functional Responsibility: Under direct supervision performs research and to support formulation and definition of systems scope and objectives based on both user needs and an initial understanding of applicable systems and industry requirements. Follows defined procedures to solve problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes basic analysis of business and user needs, documentation of requirements, and provides input into proper system requirement specifications.

Minimum Education: Associate's Degree
Minimum Years of Experience: 2

2.1.2 Business Analyst 2

Functional Responsibility: Under indirect supervision formulates and defines systems scope and objectives based on research, user needs, and a good understanding of applicable systems and industry requirements. Devises or modifies procedures to solve problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications.

Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.1.3 Business Analyst 3

Functional Responsibility: Under general supervision formulates and defines systems scope and objectives based on both user needs and an excellent understanding of applicable systems and industry requirements. Devises or modifies procedures to solve problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications.

Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.1.4 Business Analyst 4

Functional Responsibility: With general direction applies management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine solutions based on client requirements with an IT services/solutions-based scope. 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. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.5 Business Analyst 5

Functional Responsibility: With minimal direction applies management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine solutions based on client requirements with an IT services/solutions-based scope. 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. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications
Minimum Education: Master's Degree
Minimum Years of Experience: 10

2.1.6 Configuration Manager 1

Functional Responsibility: Under immediate supervision, responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action.
Minimum Education: Associate's Degree
Minimum Years of Experience: 2

2.1.7 Configuration Manager 2

Functional Responsibility: Under indirect supervision, responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted baseline(s) standards. Develops,

distributes, and tracks all change packages resulting from approved Configuration Control Board action. Provides daily support to staff as to change status requirements, deadlines, and problems.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.1.8   Configuration Manager 3

Functional Responsibility: Under general supervision, responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action. Trains personnel by conducting workshops and seminars on the proper methodology to maintain a proactive CM program. Provides daily direction to staff as to change status requirements, deadlines, and problems.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.1.9   Configuration Manager 4

Functional Responsibility: Under general direction conducts and prepares configuration management plans and procedures, performs configuration audits, monitors trouble reports and change requests, evaluates and selects tools to automate the change control process, and provides status accounting support. Coordinates with users and developers on the release of new software versions. Establishes, operates, and maintains program documentation support libraries.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.10 Configuration Manager 5

Functional Responsibility: Under minimal direction leads tasks and supervises staff in preparing configuration management plans and procedures, performs configuration audits, monitors trouble reports and change requests, evaluates and selects tools to automate the change control process, and provides status accounting support. Coordinates with users and developers on the release of new software versions. Establishes, operates, and maintains program documentation support libraries.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.11 Content Management Specialist 1

Functional Responsibility: Under direct supervision responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.

Minimum Education: High School Degree
Minimum Years of Experience: 2

2.1.12 Content Management Specialist 2

Functional Responsibility: Under indirect supervision responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.
Minimum Education: Associate's Degree
Minimum Years of Experience: 2

2.1.13 Content Management Specialist 3

Functional Responsibility: Under general supervision responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.1.14 Content Management Specialist 4

Functional Responsibility: Under general direction responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Responsible for executing system to system content migrations using tools and procedures provided. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.1.15 Content Management Specialist 5

Functional Responsibility: Under direct supervision responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial

activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Responsible for defining and developing system to system content migration strategies and tactical tools and procedures. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.16 Content Management System Architect 1

Functional Responsibility: Under direct supervision the Content Management Systems Architect is responsible for the design and build out of the enterprise content management stack which includes Component management, Document management, Web content management, and digital asset management systems. Work with various business stakeholder groups to understand requirements and provide platforms that address the needs. Define strategy, Processes and solutions based on current and future needs. This is a technical role and the architect should be able to work hands on with other technical teams.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.1.17 Content Management System Architect 2

Functional Responsibility: Under indirect supervision the Content Management Systems Architect is responsible for the design and build out of the enterprise content management stack which includes Component management, Document management, Web content management, and digital asset management systems. Work with various business stakeholder groups to understand requirements and provide platforms that address the needs. Define strategy, Processes and solutions based on current and future needs. This is a technical role and the architect should be able to work hands on with other technical teams.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.1.18 Content Management System Architect 3

Functional Responsibility: Under general supervision the Content Management Systems Architect is responsible for the design and build out of the enterprise content management stack which includes Component management, Document management, Web content management, and digital asset management systems. Work with various business stakeholder groups to understand requirements and provide platforms that address the needs. Define strategy, Processes and solutions based on current and future needs. This is a technical role and the architect should be able to work hands on with other technical teams.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.19 Content Management System Architect 4

Functional Responsibility: Under general direction the Content Management Systems Architect is responsible for the design and build out of the enterprise content management stack which includes Component management, Document management, Web content management, and digital asset management systems. Work with various business stakeholder groups to understand requirements and provide platforms that address the needs. Define strategy, Processes and solutions based on current and future needs. This is a technical role and the architect should be able to work hands on with other technical teams.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.20 Content Management System Architect 5

Functional Responsibility: With minimal direction the Content Management Systems Architect is responsible for the design and build out of the enterprise content management stack which includes Component management, Document management, Web content management, and digital asset management systems. Work with various business stakeholder groups to understand requirements and provide platforms that address the needs. Define strategy, Processes and solutions based on current and future needs. This is a technical role and the architect should be able to work hands on with other technical teams. Requires certification in a relevant CMS system.
Minimum Education: Master's Degree
Minimum Years of Experience: 10

2.1.21 Content Management System Developer 1

Functional Responsibility: Under direct supervision maintain enterprise level Content Management Systems (CMS) with respect to organization, access methods, update frequencies and methods, onsite and offsite backup frequencies, documentation, etc. for specific applications. Define all required CMS administration policies, procedures, standards, and guidelines. Identify data and metadata user and technical requirements. Maintain CMS repositories for digital assets, dictionaries, object and data models and ontologies, and metadata repositories. Implement CMS quality processes and validation methods. Establish and administer user privilege classes. Distribute and monitor use of logons and passwords. Monitor CMS-related standards, procedures, and best practices. Facilitate CMS structure change control, problem management, and communication among CMS specialists, system analysts, system designers, and system developers. Work with business analysts to implement business rules via stored procedures, middleware, or other technologies.
Minimum Education: Associate's Degree
Minimum Years of Experience: 3

2.1.22 Content Management System Developer 2

Functional Responsibility: Under indirect supervision maintain complex enterprise level Content Management Systems (CMS) with respect to organization, access methods, update frequencies and methods, onsite and offsite backup frequencies, documentation, etc. for specific applications. Define all required CMS administration policies, procedures, standards, and guidelines. Identify data and

metadata user and technical requirements. Maintain CMS repositories for digital assets, dictionaries, object and data models and ontologies, and metadata repositories. Implement CMS quality processes and validation methods. Establish and administer user privilege classes. Distribute and monitor use of logons and passwords. Monitor CMS-related standards, procedures, and best practices. Facilitate CMS structure change control, problem management, and communication among CMS specialists, system analysts, system designers, and system developers. Work with business analysts to implement business rules via stored procedures, middleware, or other technologies.

Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.1.23 Content Management System Developer 3

Functional Responsibility: Under general supervision implement, and maintain complex enterprise level Content Management Systems (CMS) with respect to organization, access methods, indexing, device allocation, validation checks, protection and security, update frequencies and methods, onsite and offsite backup frequencies, documentation, etc. for specific applications. Implement all required CMS administration policies, procedures, standards, and guidelines. Analyze and identify data and metadata user and technical requirements. Develop and maintain CMS repositories for digital assets, dictionaries, object and data models and ontologies, and metadata repositories. Prepare and implement CMS quality processes and validation methods. Establish and administer user privilege classes. Distribute and monitor use of logons and passwords. Monitor CMS-related standards, procedures, and best practices. Facilitate CMS structure change control, problem management, and communication among CMS specialists, system analysts, system designers, and system developers. Work with business analysts to implement business rules via stored procedures, middleware, or other technologies.

Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.1.24 Content Management System Developer 4

Functional Responsibility: Under general direction design, implement, and maintain complex enterprise level Content Management Systems (CMS) with respect to organization, access methods, indexing, device allocation, validation checks, protection and security, update frequencies and methods, onsite and offsite backup frequencies, documentation, etc. for specific applications. Define all required CMS administration policies, procedures, standards, and guidelines. Analyze and identify data and metadata user and technical requirements. Develop and maintain CMS repositories for digital assets, dictionaries, object and data models and ontologies, and metadata repositories. Prepare and implement CMS quality processes and validation methods. Establish and administer user privilege classes. Distribute and monitor use of logons and passwords. Monitor CMS-related standards, procedures, and best practices. Facilitate CMS structure change control, problem management, and communication among CMS specialists, system analysts, system designers, and system developers. Work with business analysts to implement business rules via stored procedures, middleware, or other technologies.

Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.25 Content Management System Developer 5

Functional Responsibility: With minimal direction design, implement, and maintain complex enterprise level Content Management Systems (CMS) with respect to organization, access methods, indexing, device allocation, validation checks, protection and security, update frequencies and methods, onsite and offsite backup frequencies, documentation, etc. for specific applications. Define all required CMS administration policies, procedures, standards, and guidelines. Analyze and identify data and metadata user and technical requirements. Develop and maintain CMS repositories for digital assets, dictionaries, object and data models and ontologies, and metadata repositories. Prepare and implement CMS quality processes and validation methods. Plan for long-range evolution for CMS administration and governance based on new information system and application requirements. Establish and administer user privilege classes. Distribute and monitor use of logons and passwords. Monitor CMS-related standards, procedures, and best practices. Facilitate CMS structure change control, problem management, and communication among CMS specialists, system analysts, system designers, and system developers. Work with business analysts to implement business rules via stored procedures, middleware, or other technologies. Requires certification in a relevant CMS system.
Minimum Education: Master's Degree
Minimum Years of Experience: 10

2.1.26 Delivery Assurance Manager 3

Functional Responsibility: Under general supervision the Delivery Assurance Manager will collaborate with the business and technology organizations to ensure the successful delivery of programs and to contribute to the development of best practices for program and project delivery. Consults with business and technology leaders on program design, implementation plans, governance and overall program management challenges and opportunities. Provide assurance that programs are effectively managing risks, following prescribed processes and governance models, and mitigating risks throughout the project lifecycle. Collaborate with program teams to develop rigorous project controls and practices to help assure cost-effective and timely delivery. Ensure consistent and accurate reporting to stakeholders at all levels.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.27 Delivery Assurance Manager 4

Functional Responsibility: Under general direction the Delivery Assurance Manager will collaborate with the business and technology organizations to ensure the successful delivery of programs and contribute to the development of best practices for program and project delivery. Consults with business and technology leaders on program design, implementation plans, governance and overall program management challenges and opportunities. Provide assurance that programs are effectively managing risks, following prescribed processes and governance models, and mitigating risks

throughout the project lifecycle. Collaborate with program teams to develop rigorous project controls and practices to help assure cost-effective and timely delivery. Ensure consistent and accurate reporting to stakeholders at all levels.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 12

2.1.28 Delivery Assurance Manager 5

Functional Responsibility: With minimal direction the Delivery Assurance Manager will collaborate with the business and technology organizations to ensure the successful delivery of programs and to contribute to the development of best practices for program and project delivery. Consults with business and technology leaders on program design, implementation plans, governance and overall program management challenges and opportunities. Provide assurance that programs are effectively managing risks, following prescribed processes and governance models, and mitigating risks throughout the project lifecycle. Collaborate with program teams to develop rigorous project controls and practices to help assure cost-effective and timely delivery. Ensure consistent and accurate reporting to stakeholders at all levels.
Minimum Education: Master's Degree
Minimum Years of Experience: 12

2.1.29 Front End Developer 1

Functional Responsibility: Under direct supervision support design and develop website(s) graphical presentation and user interface to support the organization's strategies and goals relative to internal and external communications requirements. Develop graphic designs and work with other members of a project team to develop the site concept, user interface design, and information architecture of the web site. Design and develop user interface features, multi-media, site animation, and special-effects elements. Integrate web applications with backend databases. Design web page layout and graphical content in compliance with cross browser platforms. Maintain ongoing knowledge of new internet technologies and the ability to apply them where and when needed.
Minimum Education: Associate's Degree
Minimum Years of Experience: 1

2.1.30 Front End Developer 2

Functional Responsibility: Under indirect supervision design and develop website(s) graphical presentation and user interface to support the organization's strategies and goals relative to internal and external communications requirements. Develop graphic designs and work with other members of a project team to develop the site concept, user interface design, and information architecture of the web site. Design and develop user interface features, multi-media, site animation, and special-effects elements. Integrate web applications with backend databases. Design web page layout and graphical content in compliance with cross browser platforms. Maintain ongoing knowledge of new internet technologies and the ability to apply them where and when needed.
Minimum Education: Associate's Degree

Minimum Years of Experience: 3

2.1.31 Front End Developer 3

Functional Responsibility: With general supervision design and develop website(s) graphical presentation and user interface to support the organization's strategies and goals relative to internal and external communications requirements. Develop graphic designs and work with other members of a project team to develop the site concept, user interface design, and information architecture of the web site. Design and develop user interface features, multi-media, site animation, and special-effects elements. Integrate web applications with backend databases. Design web page layout and graphical content in compliance with cross browser platforms. Maintain ongoing knowledge of new internet technologies and the ability to apply them where and when needed.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.1.32 Front End Developer 4

Functional Responsibility: Under general direction design and develop website(s) graphical presentation and user interface to support the organization's strategies and goals relative to internal and external communications requirements. Develop graphic designs and work with other members of a project team to develop the site concept, user interface design, and information architecture of the web site. Design and develop user interface features, multi-media, site animation, and special-effects elements. Integrate web applications with backend databases. Design web page layout and graphical content in compliance with cross browser platforms. Maintain ongoing knowledge of new internet technologies and the ability to apply them where and when needed.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 6

2.1.33 Front End Developer 5

Functional Responsibility: With minimal direction design and develop website(s) graphical presentation and user interface to support the organization's strategies and goals relative to internal and external communications requirements. Develop graphic designs and work with other members of a project team to develop the site concept, user interface design, and information architecture of the web site. Design and develop user interface features, multi-media, site animation, and special-effects elements. Integrate web applications with backend databases. Design web page layout and graphical content in compliance with cross browser platforms. Maintain ongoing knowledge of new internet technologies and the ability to apply them where and when needed.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.34 Java/HTML Developer 1

Functional Responsibility: Under direct supervision, modifies applications programs from detailed specifications. Codes, tests, and debugs, documents and maintains those programs This level is staffed

by beginners who have had sufficient educational background and/or experience to qualify them to start in applications programming. Note: This position does not perform systems analysis functions.
Minimum Education: High School
Minimum Years of Experience: 1

2.1.35 Java/HTML Developer 2

Functional Responsibility: Under indirect supervision, modifies moderately complex applications programs from detailed specification. Codes, tests, debug, and documents and maintains those programs. Competent to work on most phases of applications programming activities, but requires instruction and guidance in phases. Note: This position does not perform systems analysis functions.
Minimum Education: Associate's Degree
Minimum Years of Experience: 2

2.1.36 Java/HTML Developer 3

Functional Responsibility: Under general supervision, devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Designs, codes, tests, and debugs and documents those programs. Competent to work independently at moderate technical levels through all phases of applications programming activities. Note: This position does not perform systems analysis functions.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.1.37 Java/HTML Developer 4

Functional Responsibility: With general direction the Java/HTML Developer will have an excellent command of Java J2EE and will provide expertise in the full software development lifecycle, from concept and design to testing. The Java/HTML Developer is capable to work in a continuously changing environment with new projects involving different systems and languages in areas such as Content Management Systems (CMS), mobile (Android, iOS & HTML5 based), eCommerce, system integration and web applications. The Java/HTML developer will write well designed, testable and efficient code, ensure designs are in compliance with specifications/requirements.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 6

2.1.38 Java/HTML Developer 5

Functional Responsibility: With minimal direction the Java/HTML Developer will have an excellent command of Java J2EE and will provide expertise in the full software development lifecycle, from concept and design to testing. The Java/HTML Developer will work in a continuously changing environment with new projects involving different systems and languages in areas like Content Management Systems (CMS), mobile (Android, iOS & HTML5 based), eCommerce, system integration and web applications. The Java/HTML developer will write well designed, testable and efficient code, ensure designs are in compliance with specifications/requirements. The Java/HTML

Developer will design, develop, test and integrate system to system interfaces and data feeds relying on Java connections between systems.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.39 Network Administrator 1

Functional Responsibility: Under direct supervision, assists in the installation, maintenance, and usage of the organization's local area network. Assists in the establishment of network procedures regarding access methods and time, security validation checks, and documentation. Maintains network software and hardware inventories. Researches software and hardware issues regarding the network. Inform users when there are network problems. Monitors and maintains continuity with software licensing and maintenance agreements. Troubleshoots network problems.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 1

2.1.40 Network Administrator 2

Functional Responsibility: Under indirect supervision, monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with contractor support service groups to ensure proper escalation during outages or period of degraded system performance. May assist with installation of terminals and associated hardware. May provide network server support. Requires strong knowledge of PC/Network communications hardware/software, in a multi-protocol environment, and network management software.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.1.41 Network Administrator 3

Functional Responsibility: Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization's local area network. Manages network performance and maintains network security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures, and standards and ensures their conformance with information systems and organization objectives. Trains users on network operation. Frequently reports to a PC support manager or Senior network Administrator
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.1.42 Network Administrator 4

Functional Responsibility: Under general direction, monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with contractor support service groups or provides

internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide network server support. Requires extensive knowledge of PC/network communications hardware/software in a multi-protocol environment, and network management software. May function as lead job providing guidance and training for less experienced engineers and technicians.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.43 Network Administrator 5

Functional Responsibility: With minimal direction designs and coordinates the installation and acceptance testing of the system networks. Monitors network hardware operations to ensure properly set configuration options. Plans implementation of enhancements and upgrades to the network; performs cost/benefit studies of network configurations and recommends enhancements; directs acquisition, installation, and testing of network hardware; advises network users of hardware requirements, configurations, and limitations; and isolates, resolves, or circumvents network problems.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.44 Program Manager 1

Functional Responsibility: Under direct supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.
Minimum Education: Associate's Degree
Minimum Years of Experience: 5

2.1.45 Program Manager 2

Functional Responsibility: Under indirect supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.1.46 Program Manager 3

Functional Responsibility: Under general supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.

Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.47 Program Manager 4

Functional Responsibility: Under general guidance manages substantial contract support operations involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Must have demonstrated communications skills at all levels of management. Serves as the contractor authorized to interface with the Contracting Officers Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervision contractor personnel, and communication policies, purposes, and goal of the organization to subordinate personnel. Responsible for overall contract performance. Assembles and recruits professionals as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contract of the size, type, and complexity described in the Task Order(s).
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 12

2.1.48 Program Manager 5

Functional Responsibility: With minimal guidance manages substantial contract support operations involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Must have demonstrated communications skills at all levels of management. Serves as the contractor authorized to interface with the Contracting Officers Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervision contractor personnel, and communication policies, purposes, and goal of the organization to subordinate personnel. Responsible for overall contract performance. Assembles and recruits professionals as necessary to perform assigned tasks. Manages subcontracts and subcontractor performance. Demonstrated capability in the overall management of multi-task contract of the size, type, and complexity described in the Task Order(s).
Minimum Education: Master's Degree
Minimum Years of Experience: 12

2.1.49 Project Manager 1

Functional Responsibility: Under direct supervision, responsible for assigned aspects of the development and implementation of assigned projects and provides a single point of contact for those aspects. Interfaces with all areas affected by the project including end users, computer services, and client services. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Recommends action to direct the analysis and solutions of problems.
Minimum Education: Associate's Degree
Minimum Years of Experience: 3

2.1.50 Project Manager 2

Functional Responsibility: Under indirect supervision, responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.1.51 Project Manager 3

Functional Responsibility: Under general supervision responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.52 Project Manager 4

Functional Responsibility: With general direction the project manager is responsible for overseeing all administrative and development aspects in each life-cycle phase of a project; ensuring all system documents are developed in a timely manner; managing project tasks and change orders; and making sure the project is delivered on time and within budget. The project manager is responsible for working

with staff, management and the client to develop a project timeline and establish project milestones. Working with the requirements team, the project manager oversees the requirements analysis process, and serves as an expert on the software/hardware solutions. The project manager is responsible for overseeing and approving the proposed designs and prototypes, and coordinating with the client for feedback and approval. Responsible for establishing and guiding team members in risk management and issue prevention processes and procedures. The project manager is also responsible for the quality control process, and performing functional and regression testing, and tests to isolate and resolve infrastructure bottlenecks.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.53 Project Manager 5

Functional Responsibility: With minimal direction the project manager is responsible for overseeing all administrative and development aspects in each life-cycle phase of a project; ensuring all system documents are developed in a timely manner; managing project tasks and change orders; and making sure the project is delivered on time and within budget. The project manager is responsible for working with staff, management and the client to develop a project timeline and establish project milestones. Working with the requirements team, the project manager oversees the requirements analysis process, and serves as an expert on the software/hardware solutions. Responsible for establishing and guiding team members in risk management and issue prevention processes and procedures. Establishes risk abatement sub projects to uncover and resolve technical risks that could result in project failure. The project manager is also responsible for assuring that the quality control process, functional and regression testing, result in high quality deliverables to customers.
Minimum Education: Master's Degree
Minimum Years of Experience: 10

2.1.54 Project Planning & Control Specialist 1

Functional Responsibility: Under direct supervision supports financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Supports evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues under the close direction of senior staff. Perform research in support of development of work breakdown structures (WBS) and WBS dictionaries. Support development of charts, tables, graphs, and diagrams to assist in analyzing problems. Collect data to support schedule tracking and analysis using established tools and procedures.
Minimum Education: Associate's Degree
Minimum Years of Experience: 2

2.1.55 Project Planning & Control Specialist 2

Functional Responsibility: Under indirect supervision supports all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs simple evaluations of existing procedures, processes, techniques, models, and/or systems

related to management problems or contractual issues, which would require a report and recommend solution. Develops sections of work breakdown structures and related WBS dictionary elements for projects. Collect and integrate data to support schedule tracking and variance analysis using established tools and procedures.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 2

2.1.56 Project Planning & Control Specialist 3

Functional Responsibility: Under general supervision perform all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Perform evaluations and improvements to existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solution. Develop full work breakdown structures and related WBS dictionary elements for projects. Collect and integrate data to support schedule tracking and variance analysis using established tools and procedures. May perform Earned Value Management (EVM) analysis and assist with the creation and updating of project control plans/diagrams.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.1.57 Project Planning & Control Specialist 4

Functional Responsibility: Under general direction perform and guide all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Perform evaluations and improvements to existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solution. Develop full work breakdown structures and related WBS dictionary elements for projects. Collect and integrate data to support schedule tracking and variance analysis using established tools and procedures. May perform Earned Value Management (EVM) analysis and assist with the creation and updating of project control plans/diagrams. Develops EVM metrics for use on projects such as EAC, ETC, CPI, SPI, etc.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.58 Project Planning & Control Specialist 5

Functional Responsibility: With minimal direction supports all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Perform evaluations and improvements to existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solution. Develop full work breakdown structures and related WBS dictionary elements for projects. Collect and integrate data to support schedule tracking and variance analysis using established tools and procedures. May perform Earned Value Management (EVM) analysis and assist with the creation and updating of project control plans/diagrams. Develops EVM metrics for use on

projects such as EAC, ETC, CPI, SPI, etc. Establish EVMS programs and related reporting mechanisms, control limits for EVM metrics and integration with program level risk management processes.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.59 Quality Assurance Analyst 1

Functional Responsibility: Under direct supervision, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Assists in the testing of software to ensure proper operation and freedom from defects. Documents and works to resolve basic problems. Reports progress on problem resolution to management. This position is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in quality assurance analysis.
Minimum Education: Associate's Degree
Minimum Years of Experience: 2

2.1.60 Quality Assurance Analyst 2

Functional Responsibility: Under indirect supervision, carries out procedures to ensure that all information systems products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.1.61 Quality Assurance Analyst 3

Functional Responsibility: Under general supervision, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.1.62 Quality Assurance Analyst 4

Functional Responsibility: Under general direction, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements.

Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.63 Quality Assurance Analyst 5

Functional Responsibility: With minimal direction, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.64 Service Desk Technician 1

Functional Responsibility: Under direct supervision serves as a junior member of an enterprise Service Desk staff supporting delivery of technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as an initial point of contact for customer issues and queries. Logs and rapidly responds to customer requests and supports resolution of customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. Takes direction from more senior members of team.
Minimum Education: High School Degree
Minimum Years of Experience: 0

2.1.65 Service Desk Technician 2

Functional Responsibility: Under indirect supervision serves as a junior member of an enterprise Service Desk staff providing technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a point of contact for customer issues and queries. Logs and rapidly responds to customer requests and resolves customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. Takes direction from more senior members of team.

Minimum Education: Associate's Degree
Minimum Years of Experience: 1

2.1.66 Service Desk Technician 3

Functional Responsibility: Under general supervision serves as a member of an enterprise service desk staff providing technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a point of contact for customer issues and queries. Logs and rapidly responds to customer requests and resolves customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform administration of help desk software
Minimum Education: Associate's Degree
Minimum Years of Experience: 3

2.1.67 Service Desk Technician 4

Functional Responsibility: Under general direction serves as a senior member of an enterprise service desk staff providing technical leadership and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries. Logs and rapidly responds to customer requests and resolves customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform customization and administration of help desk software. May supervise one or more les experienced service desk technicians.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.1.68 Service Desk Technician 5

Functional Responsibility: With minimal direction has overall responsibility for Service Desk Staff and the activities associated with the identification, prioritization, and resolution of Service Incidents and Requests. Coordinates Service Desk resources to ensure that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of service desk software. Assigns personnel to various support processes; prepares Service Level Reports and implements continuous improvement programs using service desk metrics.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.69 Subject Matter Expert 1

Functional Responsibility: Under general supervision, provides advice and guidance that is either domain or technology specific. Is a leader in the field of expertise and able to provide liaison to organizations with state of the art knowledge across industry, academia, and government. Functions as

the highest-level individual contributor in at least one technical or business domain area. Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Keeps abreast of technological developments and industry trends
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.70 Subject Matter Expert 2

Functional Responsibility: Under general direction, provides the highest level of advice and guidance that is either domain or technology specific. Is a recognized leader in the field of expertise and able to provide liaison to organizations with state of the art knowledge across industry, academia, and government. Functions as the highest-level individual contributor in at least one technical or business domain area. Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Keeps abreast of technological developments and industry trends
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.71 Subject Matter Expert 3

Functional Responsibility: Under general direction, provides the highest level of advice and guidance that is both domain and technology specific. Is a recognized leader in the field of expertise and able to provide liaison to organizations with state of the art knowledge across industry, academia, and government. Functions as the highest-level individual contributor at the intersection of a technical and business domain area. Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop fully integrated technical/business solutions to client problems. Has a high level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology and business application. Keeps abreast of technological developments and industry trends.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 12

2.1.72 Subject Matter Expert 4

Functional Responsibility: Under general guidance provides technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area. Makes recommendations and advises 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; life-cycle management; software development methodologies; and modeling and simulation.
Minimum Education: Master's Degree
Minimum Years of Experience: 12

2.1.73 Subject Matter Expert 5

Functional Responsibility: With minimal guidance provides technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area. Makes recommendations and advises 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; life-cycle management; software development methodologies; and modeling and simulation.
Minimum Education: Master's Degree
Minimum Years of Experience: 15

2.1.74 Systems Administrator 1

Functional Responsibility: Under direct supervision support the daily activities of configuration and operation of automated business systems; support scheduling, installation and upgrades to operating systems and software packages. Monitor the system to report performance levels. Ensure data/ media recoverability by implementing a schedule of onsite and offsite system backups and database archive operations. Maintain a comprehensive operating system hardware and software configuration database or library of all supporting documentation. Follow standard operating procedures.
Minimum Education: Associate's Degree
Minimum Years of Experience: 2

2.1.75 Systems Administrator 2

Functional Responsibility: Under indirect supervision support the planning and execute the daily activities of configuration and operation of automated business systems; measure system operation and resource utilization; perform system capacity analysis; support scheduling, installation and upgrades to operating systems and software packages. Monitor the system to report performance levels. Ensure data/ media recoverability by implementing a schedule of onsite and offsite system backups and database archive operations. Maintain a comprehensive operating system hardware and software configuration database or library of all supporting documentation. Follow standard operating procedures.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 2

2.1.76 Systems Administrator 3

Functional Responsibility: Under general supervision plan and manage the daily activities of configuration and operation of automated business systems; optimize system operation and resource

utilization; perform system capacity analysis and planning support. Resolve priority or scheduling conflicts. Perform quality control checks of work completed or in progress to ensure accuracy and completeness of IT products. Analyze, evaluate and test software/hardware problems. Perform and validate installation and upgrades to operating systems and software packages. Monitor and tune the system to maintain performance levels. Ensure data/ media recoverability by implementing a schedule of onsite and offsite system backups and database archive operations. Maintain and enhance a comprehensive operating system hardware and software configuration database or library of all supporting documentation. Follow standard operating procedures.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 4

2.1.77 Systems Administrator 4

Functional Responsibility: Under general direction plan and manage the daily activities of configuration and operation of automated business systems; optimize system operation and resource utilization; perform system capacity analysis and planning support. Resolve priority or scheduling conflicts. Perform quality control checks of work completed or in progress to ensure accuracy and completeness of IT products. Analyze, evaluate and test software/hardware problems. Schedule, perform and validate installation and upgrades to operating systems and software packages. Monitor and tune the system to optimize performance levels. Ensure data/ media recoverability by implementing a schedule of onsite and offsite system backups and database archive operations. Develop, maintain and enhance a comprehensive operating system hardware and software configuration database or library of all supporting documentation. Promote and follow standard operating procedures.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 6

2.1.78 Systems Administrator 5

Functional Responsibility: With minimal direction plan and manage the daily activities of configuration and operation of automated business systems; optimize system operation and resource utilization; perform system capacity analysis and planning. Resolve priority or scheduling conflicts. Perform quality control checks of work completed or in progress to ensure accuracy and completeness of IT products. Analyze, evaluate and test software/hardware problems. Schedule, perform, and validate installations and upgrades to operating systems and software packages. Monitor and tune the system to achieve optimum performance levels. Ensure data/ media recoverability by implementing a schedule of onsite and offsite system backups and database archive operations. Develop and enhance a comprehensive operating system hardware and software configuration database or library of all supporting documentation. Develop and promote standard operating procedures.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.79 Technical Director 3

Functional Responsibility: With general supervision plans, directs, coordinates, and controls technical and administrative work activities of a group of systems engineers and/or program managers. Performs a wide variety of complex analysis applied to specialized technology problems. Makes technical judgments and provides advice and guidance on the resolution of technical problems Typical assignments involve integration of processes or methodologies to resolve total system problems or applications.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.80 Technical Director 4

Functional Responsibility: With general direction plans, directs, coordinates, and controls technical and administrative work activities of a group of systems engineers and/or program managers. Performs a wide variety of complex analysis applied to specialized technology problems. Makes technical judgments and provides advice and guidance on the resolution of technical problems Typical assignments involve integration of processes or methodologies to resolve total system problems or applications.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.81 Technical Director 5

Functional Responsibility: With minimal direction plans, directs, coordinates, and controls technical and administrative work activities of a group of systems engineers and/or program managers. Performs a wide variety of complex analysis applied to specialized technology problems. Makes technical judgments and provides advice and guidance on the resolution of technical problems Typical assignments involve integration of processes or methodologies to resolve total system problems or applications.
Minimum Education: Master's Degree
Minimum Years of Experience: 10

2.1.82 Test Specialist 1

Functional Responsibility: Performs formal system testing activities for a particular project or subset of a larger project under supervision of more experienced test personnel. Participate in support of user requirements for simple to moderately complex software/hardware applications under the direction of senior staff. Executes defined test cases and procedures as detailed in the test documentation. Assists with the collection of data and technical information used in the development of test documentation. Assist in the development of test data to be used in performing required tests. Responsible for Documentation of test results in the proper logs and/or tracking systems.
Minimum Education: Associate's Degree
Minimum Years of Experience: 2

2.1.83 Test Specialist 2

Functional Responsibility: Performs formal system testing activities for a particular project or subset of a larger project under indirect supervision of more experienced test personnel. Support testing of user requirements for simple to moderately complex software/hardware applications under the direction of more senior staff. Executes defined test cases and procedures as detailed in the test documentation. Performs collection of data and technical information used in the development of test documentation. Assist in the development of test data to be used in performing required tests. Responsible for Documentation of test results in the proper logs and/or tracking systems. Participates in selected phases of risk management assessment and software/hardware development under the direction of more experienced personnel. May participate in the development of test scripts and is responsible for ensuring proper execution of those test scripts.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 2

2.1.84 Test Specialist 3

Functional Responsibility: Performs formal system testing activities for a particular project or subset of a larger project under general supervision of more experienced test personnel. Support testing of user requirements for simple to moderately complex software/hardware applications under the direction of more senior staff. Executes defined test cases and procedures as detailed in the test documentation. Performs collection of data and technical information used in the development of test documentation. Assist in the development of test data to be used in performing required tests. Responsible for Documentation of test results in the proper logs and/or tracking systems. Participates in selected phases of risk management assessment and software/hardware development under the direction of more experienced personnel. May participate in the development of test scripts and is responsible for ensuring proper execution of those test scripts. Under the direction of more experienced personnel, may be responsible for ensuring that test designs and documentation supports selected client, agency or industry standards and time lines.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 4

2.1.85 Test Specialist 4

Functional Responsibility: Under general direction guides and performs formal system testing activities for a particular project or subset of a larger project. Support testing of user requirements for simple to complex software/hardware applications in collaboration with other members of the project team. Defines and executes test cases and procedures and creates detailed test documentation. Performs collection of data and technical information used in the development of test documentation. Develops test data to be used in performing required tests. Responsible for documentation of test results in the proper logs and/or tracking systems. Participates in all phases of risk management assessment and software/hardware development in collaborations with design and development staff. Develops test scripts and is responsible for ensuring proper execution of those test scripts. Responsible for ensuring that test designs and documentation supports selected client, agency or industry standards

and time lines. Responsible for ensuring that testing conclusions and recommendations are supported by test results. Responsible for or assists in the analysis of test results and documents conclusions.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 6

2.1.86 Test Specialist 5

Functional Responsibility: With minimal direction guides and performs formal system testing activities for a particular project or subset of a larger project. Support testing of user requirements for simple to complex software/hardware applications in collaboration with other members of the project team. Defines and executes test cases and procedures and creates detailed test documentation. Performs collection of data and technical information used in the development of test documentation. Develops test data to be used in performing required tests. Responsible for documentation of test results in the proper logs and/or tracking systems. Participates in all phases of risk management assessment and software/hardware development in collaborations with design and development staff. Develops test scripts and is responsible for ensuring proper execution of those test scripts. Responsible for ensuring that test designs and documentation supports selected client, agency or industry standards and time lines. Responsible for or assists in the analysis of test results and documents conclusions. Responsible for ensuring that testing conclusions and recommendations are supported by test results.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.87 Training Specialist 1

Functional Responsibility: Under direct supervision supports delivery of training, outreach and facilitation efforts in support of complex information technology systems and services. May assist more senior training specialists in the development, coordination, and delivery of training sessions. May assist development of multi-media Computer Based Training (CBT) materials.
Minimum Education: Associate's Degree
Minimum Years of Experience: 1

2.1.88 Training Specialist 2

Functional Responsibility: Under indirect supervision delivers training, outreach and facilitation efforts in support of complex Information Technology systems and services. May assist more senior training specialists in the development, coordination, and delivery of training sessions. May assist development of multi-media Computer Based Training (CBT) materials.
Minimum Education: Associate's Degree
Minimum Years of Experience: 3

2.1.89 Training Specialist 3

Functional Responsibility: Under general supervision prepares and delivers training, outreach and facilitation efforts in support of complex Information Technology systems and services. May assist

more senior training specialists in the development, coordination, and delivery of training sessions. May develop multi-media Computer Based Training (CBT) materials.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.1.90 Training Specialist 4

Functional Responsibility: Under general direction develops and delivers training, outreach and facilitation programs in support of complex Information Technology systems and services. Works with clients to establish learning objectives, training platforms, and delivery channels. Evaluates the effectiveness of existing training programs and exercises. Interacts with stakeholders and subject matter experts to ensure technical accuracy of instructional content. May oversee or perform the development of multi-media Computer Based Training (CBT) materials.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.1.91 Training Specialist 5

Functional Responsibility: With minimal direction develops and delivers training, outreach and facilitation programs in support of complex information technology systems and services. Works with clients to establish learning objectives, training platforms, and delivery channels. Evaluates the effectiveness of existing training programs and exercises. Interacts with stakeholders and subject matter experts to ensure technical accuracy of instructional content. May oversee or perform the development of multi-media Computer Based Training (CBT) materials.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.1.92 Web Master 1

Functional Responsibility: Under direct supervision, develops, codes, tests, and debugs new software and enhancements to existing web software. Competent to work on fairly complex programs with guidance. Works with technical staff to understand problems with web software and resolve them.
Minimum Education: Associate's Degree
Minimum Experience: 2

2.1.93 Web Master 2

Functional Responsibility: Under indirect supervision assists in designing and developing user interface features, site animation, and special-effects elements. Assists in designing the website to support the organization's strategies and goals relative to external communications. Requires graphics and design experience as well as HTML knowledge.
Minimum Education: Bachelor's Degree
Minimum Experience: 2

2.1.94 Web Master 3

Functional Responsibility: Under general supervision, designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Develops applications based on current, new and future net-based applications. Requires significant graphics and design experience as well as HTML knowledge.
Minimum Education: Bachelor's Degree
Minimum Experience: 5

2.1.95 Web Master 4

Functional Responsibility: Under general direction, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Requires understanding of web-based technologies and thorough knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications.
Minimum Education: Bachelor's Degree
Minimum Experience: 8

2.1.96 Web Master 5

Functional Responsibility: With minimal direction, designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.1.97 User Interface/User Experience Designer 2

Functional Responsibility: Under general supervision, provide engineering services and consulting in human-system integration (HSI), usability engineering, training systems design and evaluation, and next generation HSI research. Works collaboratively to translate project requirements into UI designs that incorporate interface usability and user experience best practices. ·Assist translating user needs into design specifications; Assist in developing prototype and end-user applications and enhancements based on specifications. ·Assist in developing rapid prototypes of potential new products, features, or widgets either as proof of concept or to assist in requirements. Participate in all stages of software development while providing a User Interface/User Experience perspective.

Minimum Education: Bachelor's Degree
Minimum Experience: 2

2.1.98 User Interface/User Experience Designer 3

Functional Responsibility: Under general supervision through software design and development experience, provide engineering services and consulting in human-system integration (HSI), usability engineering, training systems design and evaluation, and next generation HSI research. · Responsible for translating project requirements into UI designs that incorporate interface usability and user experience best practices. ·Assist translating user needs into design specifications; Assist in developing prototype and end-user applications and enhancements based on specifications. ·Assist in developing rapid prototypes of potential new products, features, or widgets either as proof of concept or to assist in requirements. · Participate in all stages of software development while providing UI technical expertise: including refining UI vision, gathering user feedback, UI design, coding, testing, release, and support · Conducts user research and usability testing.· Utilize experience when leveraging internal groups to brainstorm completely new graphical interfaces based on existing strategy or innovating within existing products. · Provide detailed, reusable product documentation. · Manage risk by identifying, quantifying and monitoring potential threats to the project or development lifecycle. · Contribute to early identification of project issues and opportunities for product improvement.
Minimum Education: Bachelor's Degree
Minimum Experience: 5

2.1.99 User Interface/User Experience Designer 4

Functional Responsibility: With minimal direction, works with clients and the engineering team to create user-centered design for a variety of platforms. Leads visual design, information architecture and usability of the project. Establishes and maintains the vision of the overall user experience across all user-facing components of the project (i.e., information architecture, visual design, and application user interface, web presence look-and-feel, interactive multimedia, etc.) and continuously adjusts for User Interface/User Experience (UI/UX) consistency throughout the development lifecycle with respect to 508 compliance. Understands user-centered design methodologies through market analysis, customer feedback, and usability findings. Clearly define and translate results of findings into design concepts for interactions and user experience. Designs wireframes, flowcharts, mock-ups and deliver low, medium, and high-fidelity page design and scenarios. Possesses a thorough understanding of User Centered Design (UCD) best practices, application design, responsive designs, and essential graphic design theory. Serve as the company expert in all areas of usability, graphic design and product branding.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.2 Administrative Support

2.2.1 Admin Support 1

Functional Responsibility: Entry Level position that, under direct supervision, Supports project specific client administrative activities such as meeting coordination, action tracking and reporting, data management, inventory tracking, and other similar tasks. Assists project staff with preparing status reports, and documents.
Minimum Education: High School Diploma
Minimum Years of Experience: None

2.2.2 Admin Support 2

Functional Responsibility: Under indirect supervision, plans and organizes project specific work according to established or standard project/office procedures. May compose and type routine correspondence and reports. May screens telephone calls or greets visitors to ascertain nature of business and refers to appropriate office. Arranges meetings and schedules appointments for management. May assist in maintaining confidential records and files.
Minimum Education: High School Diploma
Minimum Years of Experience: 2

2.2.3 Admin Support 3

Functional Responsibility: Under general supervision, plans and organizes project specific work according to established or standard project/office procedures. Composes and types routine correspondence and reports. Screens telephone calls or greets visitors to ascertain nature of business and refers to appropriate office. Arranges meetings and schedules appointments for management. Assists compiling and coordinating data for action by management. Assist in maintaining confidential and complex records and files.
Minimum Education: Associates Degree
Minimum Years of Experience: 3

2.2.4 Admin Support 4

Functional Responsibility: Under general direction, plans and organizes project specific work according to established or standard project/office procedures. May determine priority of administrative tasks. May assign work to clerical staff to relieve management of administrative detail. May compose and type routine correspondence and reports. May screen telephone calls or greet visitors to ascertain nature of business and refers to appropriate office. May arrange meetings and schedules appointments for management. Compiles and coordinates data for action by management. Transmits and explains management's directions to proper persons and follows up for compliance, completeness and conformance with deadlines. Develops and maintains confidential and complex records and files.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.2.5 Admin Support 5

Functional Responsibility: Under general direction, plans and organizes project specific work according to established or standard project/office procedures. Determines priority of administrative tasks. May be responsible for other administrative staff. May coordinate workload of other Administrative personnel. Composes and types routine correspondence and reports. Screens telephone calls or greets visitors to ascertain nature of business and refers to appropriate office. Arranges meetings and schedules appointments for management. Compiles and coordinates data for action by management. Transmits and explains management's directions to proper persons and follows up for compliance, completeness and conformance with deadlines. Develops and maintains confidential and complex records and files.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 6

2.2.6 Technical Writer 1

Functional Responsibility: Under direct supervision prepares and/or provides editorial and quality assurance for technical manuals, identification guides, preliminary employment manuals, specifications, technical reports, training materials, and other technical documentations in accordance with applicable customer specifications.
Minimum Education: Associate's Degree
Minimum Years of Experience: 1

2.2.7 Technical Writer 2

Functional Responsibility: Under indirect supervision prepares and/or provides editorial and quality assurance for technical manuals, identification guides, preliminary employment manuals, specifications, technical reports, training materials, and other technical documentations in accordance with applicable customer specifications. May support Information Technology (IT) Team in conducting research in IT, business intelligence and market studies to obtain information on emerging technology needs and capabilities. Assist with IT policy, regulation development, and formulation of strategy. May support/input to acquisition management team with drafting acquisition strategy; procurement, developing contract language/proposal, and assist team with price/cost analysis.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 2

2.2.8 Technical Writer 3

Functional Responsibility: Under general supervision, prepare and edit documentation incorporating information provided by specialist, analyst, architect, engineer, and management personnel. Edit functional descriptions, system specifications, user manuals, special reports, or any other customer deliverable and documents. Develop documentation based on existing documentation templates or develop new templates based on requirements and direction. Review materials and recommend revisions or changes in scope, format, and content. Work as a member of a team to ensure production

of quality written products. Coordinate, validate, and update existing documents, to include version control, document repository maintenance, and standards compliance. Work with subject matter experts and facilitate document review meetings to verify content. In addition: Able to support Information Technology (IT) Team in conducting research in IT, business intelligence and market studies to obtain information on emerging technology needs and capabilities. Assist with IT policy, regulation development, and formulation of strategy. Provide support/input to acquisition management team with drafting acquisition strategy; procurement, developing contract language/proposal, and assist team with price/cost analysis
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 4

2.2.9   Technical Writer 4

Functional Responsibility: Under general direction, supports the complete workflow process to ensure successful completion of each revision cycle and distribution of technical publications. Complies with established quality processes to ensure accuracy, ease of use and timely delivery of each revision cycle content. Writes technical publications content as directed. Conducts reviews and analyzes technical documents to gain a thorough understanding of how complex systems operate and how they are to be integrated into technical manuals to provide the end user with the level of text and graphics to support the efficient return to service of the aircraft system. Consults with internal/external customers to create/revise technical manuals to support the department/corporate operating priorities. Provide input to management on new processes or technology for integration into the technical publications business model. Assist in developing solutions for overcoming the technology/technical issues introduced by outside suppliers for incorporation into existing manuals. In addition: Able to support Information Technology (IT) Team in conducting research in IT, business intelligence and market studies to obtain information on emerging technology needs and capabilities. Assist with IT policy, regulation development, and formulation of strategy. Provide support/input to acquisition management team with drafting acquisition strategy; procurement, developing contract language/proposal, and assist team with price/cost analysis.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.2.10 Technical Writer 5

Functional Responsibility: With minimal direction responsible (either individually or leading other team members) for the writing of major portions of technical publications. Supports the complete workflow process to ensure successful completion of each revision cycle and distribution of technical publications. Complies with established quality processes to ensure accuracy, ease of use and timely delivery of each revision cycle content. Writes technical publications content as directed. Conducts reviews and analyzes technical documents to gain a thorough understanding of how complex systems operate and how they are to be integrated into technical manuals to provide the end user with the level of text and graphics to support the efficient return to service of the aircraft system. Consults with internal/external customers to create/revise technical manuals to support the department/corporate

operating priorities. Provide input to management on new processes or technology for integration into the technical publications business model. Assist in developing solutions for overcoming the technology/technical issues introduced by outside suppliers for incorporation into existing manuals. In addition: Able to support Information Technology (IT) Team in conducting research in IT, business intelligence and market studies to obtain information on emerging technology needs and capabilities. Assist with IT policy, regulation development, and formulation of strategy. Provide senior level support/input to acquisition management team with drafting acquisition strategy; procurement, developing contract language/proposal, and assist team with price/cost analysis.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 12

2.2.11 Writer/Editor 1

Functional Responsibility: Entry Level position that, under direct supervision, assists with writing technical copies for projects including fact sheets, meeting summaries, monthly progress reports, informational packets, press releases, publications and web content. Provides technical writing, editing and proofreading support for materials such as reports, news releases, fact sheets, web site text.
Minimum Education: High School Diploma
Minimum Years of Experience: 2

2.2.12 Writer/Editor 2

Functional Responsibility: Under indirect supervision, supports writing technical copies for projects including fact sheets, meeting summaries, monthly progress reports, informational packets, press releases, publications and web content. Provides technical writing, editing and proofreading support for materials such as reports, news releases, fact sheets, web site text. Collaborates with subject matter experts, researchers, and graphic artist to produce documents.
Minimum Education: Associate Degree
Minimum Years of Experience: 3

2.2.13 Writer/Editor 3

Functional Responsibility: Under general supervision, formulates and writes copies for project materials including fact sheets, project summaries, reports, monthly progress reports, informational packets, press releases, publications and Web content. Works with subject matter experts, researchers, and graphic artist to produce documents. Assists in reviewing a variety of materials and content for web sites and databases. This may involve review of technical articles, reports, brochures, and/or manuals for documentation for web and database posting
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.2.14 Writer/Editor 4

Functional Responsibility: With general direction, formulates and writes copies for project materials including fact sheets, project summaries, reports, monthly progress reports, informational packets, press releases, publications and Web content. Collaborates with subject matter experts, researchers, and graphic artist to produce documents Reviews a variety of materials and content for web sites and databases. This may involve review of technical articles, reports, brochures, and/or manuals for documentation for web and database posting
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.2.15 Writer/Editor 5

Functional Responsibility: With minimal direction, May lead team of other writers/editors, leads in formulating and writing copies for project materials including fact sheets, project summaries, reports, monthly progress reports, informational packets, press releases, publications and Web content. Collaborates with subject matter experts, researchers, and graphic artist to produce documents
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.3 Acquisition Support

2.3.1 Acquisition/Procurement/Contract Analyst 1

Functional Responsibility: Entry Level position that, under direct supervision, supports agency directors and senior staff in contract administration. Assists in the analysis of project requirement from inception to closeout and supports the development of solutions to agency's needs. Has general knowledge of the FAR and DFAR and agency supplements as required.
Minimum Education: Associate's Degree
Minimum Years of Experience: 1

2.3.2 Acquisition/Procurement/Contract Analyst 2

Functional Responsibility: Under indirect supervision, supports agency directors and senior staff in contract administration. Participates in the analysis of project requirement from inception to closeout and supports the development of solutions to agency's needs. Assists in identifying business improvement services in life cycle administration and management of contracts, contract negations, proposal guidance, preparation and management assistance. Supports various contract functions such as acquisition planning, RFP/IFB preparation guidance, market research/analysis, and selection and administration of terms and conditions. Has a working knowledge of the FAR and DFAR and agency supplements as required.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.3.3 Acquisition/Procurement/Contract Analyst 3

Functional Responsibility: Under general supervision, supports agency directors and senior staff in contract administration. Participates in the analysis of project requirement from inception to closeout and supports the development of solutions to agency's needs. Can identify business improvement services in life cycle administration and management of contracts, contract negations, proposal guidance, preparation and management assistance. Supports various contract functions such as acquisition planning, RFP/IFB preparation guidance, market research/analysis, and selection and administration of terms and conditions. Has a working knowledge of the FAR and DFAR and agency supplements as required.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.3.4 Acquisition/Procurement/Contract Analyst 4

Functional Responsibility: With general direction, supports agency directors and senior staff in contract administration. Helps direct in the analysis of project requirement from inception to closeout and supports the development of solutions to agency's needs. Identifies business improvement services in life cycle administration and management of contracts, contract negations, proposal guidance, preparation and management assistance. Supports various contract functions such as acquisition planning, RFP/IFB preparation guidance, market research/analysis, and selection and

administration of terms and conditions. Has a strong working knowledge of the FAR and DFAR and agency supplements as required.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.3.5   Acquisition/Procurement/Contract Analyst 5

Functional Responsibility: With minimal direction, provides advice on contract administration and oversight to the contracts and pricing staff. Analyzes project requirement from inception to closeout and develops solutions to agency's needs. Responsible for business improvement services in life cycle administration and management of contracts, contract negations; proposal guidance, preparation and management assistance. Duties may include acquisition planning, RFP/IFB preparation guidance, market research/analysis, and selection and administration of terms and conditions. Has a strong working knowledge of the FAR and DFAR and agency supplements as required.
Minimum Education: Master's
Minimum Years of Experience: 12

2.3.6   Business/Financial/Management Analyst 1

Functional Responsibility: Entry Level position that, under direct supervision, works individually and on teams to support the completion of project specific tasks within estimated time frames and budget constraints. Assists in formulating solutions, preparing reports, studies and documentation while supporting presentations and client meetings.
Minimum Education: Associate's Degree
Minimum Years of Experience: 1

2.3.7   Business/Financial/Management Analyst 2

Functional Responsibility: Under indirect supervision, responsible for assigned tasks including developing cost estimates, alternatives analyses and other financial management activities. Possesses demonstrated knowledge and experience in the development of financial management solutions and implementation of methodologies.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 3

2.3.8   Business/Financial/Management Analyst 3

Functional Responsibility: Under general supervision, interfaces with the client on a day-to-day basis, contributes to the completion of project specific tasks within estimated time frames and budget constraints, manages the day-to-day activities of the project team, and reviews work products for quality, completeness, and compliance. Possesses demonstrated knowledge and extensive experience in more than one area of financial management.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.3.9 Business/Financial/Management Analyst 4

Functional Responsibility: Possesses extensive financial management experience. Responsible for project planning, project scope management, and necessary staff and financial management on large, complex projects. Interfaces with client on project specific issues, directs the completion of projects within estimated time frames and budget constraints, coordinates project specific activities and reviews work products for completeness and adherence to applicable regulations and client requirements. May assist in delivering presentations and participate in strategic level client meetings.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.3.10 Business/Financial/Management Analyst 5

Functional Responsibility: With minimal direction provides primary interface with client management personnel regarding strategic issues and/or high-level subject matter expertise. Directs the completion of projects within estimated time frames and budget constraints, coordinates efforts on tasks, and reviews work products for completeness and adherence to applicable regulations and client requirements. Responsible for delivery, presentations and leading strategic level client meetings.
Minimum Education: Masters Degree
Minimum Years of Experience: 10

2.4 Geographic Information Systems (GIS) Support

There are a number of classifications for staff at INCATech. These classifications are based on the kind of services required, years of experience, and educational background. INCATech will work with the government to ensure that the most appropriate types and levels of staff are estimated and planned into proposed tasks.

Note: The descriptions below outline the technical staff members that provide a broad range of services in support of software applications. INCATech reserves the right to categorize nontechnical staff members required to support client-specific, unique requirements within the education and experience levels listed below, exclusive of the technical descriptions.

2.4.1 GIS Analyst

Functional Responsibility: Staff members in this labor category provide database development support in creating cartographic and digital data products. These staff members have expertise that includes the performance of hard copy to digital data conversion tasks, data migration, and translation activities utilizing advanced processing techniques in tools such as ArcGIS. These individuals design, develop, and implement efficient production tools and workflows in accordance with approved project plans and design parameters.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 2

2.4.2 GIS Technical Specialist/Engineer

Functional Responsibility: Staff members in this labor category work collaboratively with software designers to perform software coding and the writing of software documentation according to design specifications developed by senior technical staff described below. As a group, these staff members are experienced in the coding of software and the creation of digital databases, as well as in software development associated with commercial off-the-shelf (COTS) software products; web, desktop, or server software development languages; geospatial data formats; and other technologies. These individuals also develop effective database designs, implement data conversion processes and procedures, and perform software and database quality control. This category also includes staff involved in the development and delivery of training and hose with expertise in creating, editing, and teaching training content.

Minimum Education: Bachelor's Degree
Minimum Years of Experience: 5

2.4.3 GIS Systems Developer

Functional Responsibility: Staff members in this labor category support the design of technical project specifications for the implementation of application software projects and database development projects. They support the day-to-day technical activities of the project team and ensure that standard system methodologies are employed. They also perform detailed software design and detailed database conversion design and are directly involved in the coding and implementation of complex and strategic portions of application software and database conversion projects. As a group, these staff members are proficient in COTS software products; web, desktop, and server software development languages; geospatial data formats; and other technologies. These staff members design and develop QA/QC programs and support design and code reviews, database reviews, and other QA/QC activities throughout the project life cycle. This category of staff includes senior staff who apply subject-matter expertise to design, develop, and deliver training content and supporting technologies, leveraging adult learning methodologies.

Minimum Education: Bachelor's Degree
Minimum Years of Experience: 8

2.4.4 GIS Systems Architect

Functional Responsibility: Staff members in this labor category provide the overall technical vision and system architecture for large, complex systems. They support the application of sound software engineering principles and life cycle methodologies to programs/projects. These individuals are actively involved in systems architecture design, application software design, database process design, and the directing of coding development including the supervision of design and code reviews. These staff members may serve as principal investigators in focused studies or research and development projects. Individuals in this labor category have broad technical knowledge of geographic information system (GIS) applications and related information technologies and may also provide specific expertise in areas such as web-based software applications, service-oriented architectures, data warehousing, spatial analysis, and modeling. As a group, these staff members are proficient in COTS software

products; software and database design methodologies; web, desktop, and server software development languages; geospatial data formats; and other technologies.
Minimum Education: Bachelor's Degree
Minimum Years of Experience: 10

2.5 Allowable Substitutions of Education and Experience

When determining the qualifications of an individual to fill one of the positions offered, substitutions for the education and experience requirements may be made, as shown in the tables below. The minimum education and experience will be met when the educational equivalencies in Tables 3-1 and 3-2 are considered. Additional educational achievements in excess of requirements can be substituted for experience requirements:

Table 3-1: Education Substitutions for Experience		
Required Education	Actual Education	Additional Years' Experience Credited
High School/GED	Associate's Degree	2
	Bachelor's Degree	4
	Master's Degree	6
	PhD	10
Associate's Degree	Bachelor's Degree	2
	Master's Degree	4
	PhD	8
Bachelor's Degree	Master's Degree	2
	PhD	6
Master's Degree	PhD	4

Table 3-2: Experience Substitutions for Education		
Required Education	Actual Education	Additional Years' Experience Required
PhD	Master's Degree	4
	Bachelor's Degree	6
	Associate's Degree	8
	High School/GED	10
Master's Degree	Bachelor's Degree	2
	Associate's Degree	4
	High School/GED	6
Bachelor's Degree	Associate's Degree	2
	High School/GED	4
Associate's Degree	High School/GED	2

Incumbency in a position shall be considered to meet all the requirements of a position regardless of any other education or experience requirements for a labor category.

2.6 Support Hours of Operation

As required we can be available to meet during business hours or after hours as appropriate. For unscheduled support after normal work hours (0600-1900 M-F excluding holidays) a 15% premium may be applied to all CLINS.

2.7   Place of Performance

The work will be performed primarily at Customer sites and at other supported sites as required.

2.8   Travel

For travel outside the National Capitol Region after customer authorization INCATech personnel travel as requested by the customer on a cost reimbursable basis.

3.0   PROJECT MANAGEMENT

INCATech will provide oral and written reports to customers highlighting critical elements of the effort. The frequency of these reports will be coordinated with the customer leadership.

4.0   SECURITY AND PRIVACY

a) Information given to INCATech during the lifetime of this contract will only be used for the purpose of carrying out the provisions of this work statement. Organization information marked "For Official Use Only" or bearing other sensitive markings will be handled in accordance with organizational information security program regulations and will not be divulged or disclosed without organizational permission. Customer will supply INCATech with current security policies prior to start up and will update these as required.

b) Details of any safeguard that may be revealed to INCATech by the customer during the course of performance will not be published or disclosed without written consent of the customer

c) Data Integrity. INCATech personnel may become aware of data pertaining to other contractors or services that may reside on ADP systems used in performance of this contract. Under no circumstances will INCATech personnel obtain, divulge, or use this data for personal gain.

5.0 COST

INCATech has established the following formal rate structure to support engagements. Standard payment terms are Net 30 days.

Labor Category	Hourly Rate
Business Analyst - 1	120.00
Business Analyst - 2	140.00
Business Analyst - 3	160.00
Business Analyst - 4	185.00
Business Analyst - 5	230.00
Configuration Manager - 1	90.00
Configuration Manager - 2	105.00
Configuration Manager - 3	120.00
Configuration Manager - 4	140.00
Configuration Manager - 5	175.00
Content Management Specialist - 1	90.00
Content Management Specialist - 2	105.00
Content Management Specialist - 3	120.00
Content Management Specialist - 4	135.00
Content Management Specialist - 5	170.00
Content Management Systems Architect - 1	140.00
Content Management Systems Architect - 2	165.00
Content Management Systems Architect - 3	195.00
Content Management Systems Architect - 4	225.00
Content Management Systems Architect - 5	265.00
Content Management Systems Developer - 1	135.00
Content Management Systems Developer - 2	160.00
Content Management Systems Developer - 3	185.00
Content Management Systems Developer - 4	225.00
Content Management Systems Developer - 5	265.00
Delivery Assurance Manager - 3	200.00
Delivery Assurance Manager - 4	230.00
Delivery Assurance Manager - 5	280.00
Front End Developer - 1	105.00
Front End Developer - 2	125.00
Front End Developer - 3	145.00
Front End Developer - 4	170.00
Front End Developer - 5	200.00

Labor Category	Hourly Rate
Java/HTML Developer - 1	90.00
Java/HTML Developer - 2	100.00
Java/HTML Developer - 3	115.00
Java/HTML Developer - 4	135.00
Java/HTML Developer - 5	165.00
Network Administrator - 1	80.00
Network Administrator - 2	95.00
Network Administrator - 3	110.00
Network Administrator - 4	130.00
Network Administrator - 5	160.00
Program Manager - 1	165.00
Program Manager - 2	190.00
Program Manager - 3	220.00
Program Manager - 4	250.00
Program Manager - 5	300.00
Project Manager - 1	150.00
Project Manager - 2	170.00
Project Manager - 3	205.00
Project Manager - 4	235.00
Project Manager - 5	285.00
Project Planning & Control Specialist - 1	105.00
Project Planning & Control Specialist - 2	125.00
Project Planning & Control Specialist - 3	160.00
Project Planning & Control Specialist - 4	185.00
Project Planning & Control Specialist - 5	225.00
Quality Assurance Analyst- 1	90.00
Quality Assurance Analyst- 2	110.00
Quality Assurance Analyst- 3	145.00
Quality Assurance Analyst- 4	180.00
Quality Assurance Analyst- 5	215.00
Service Desk Technician - 1	50.00
Service Desk Technician - 2	60.00
Service Desk Technician - 3	70.00
Service Desk Technician - 4	80.00
Service Desk Technician - 5	100.00
Subject Matter Expert - 1	175.00
Subject Matter Expert - 2	200.00
Subject Matter Expert - 3	230.00
Subject Matter Expert - 4	265.00
Subject Matter Expert - 5	325.00

Labor Category	Hourly Rate
Systems Administrator - 1	109.00
Systems Administrator - 2	125.00
Systems Administrator - 3	144.00
Systems Administrator - 4	166.00
Systems Administrator - 5	208.00
Technical Director - 3	190.00
Technical Director - 4	240.00
Technical Director - 5	290.00
Test Specialist - 1	85.00
Test Specialist - 2	95.00
Test Specialist - 3	110.00
Test Specialist - 4	130.00
Test Specialist - 5	160.00
Training Specialist - 1	70.00
Training Specialist - 2	80.00
Training Specialist - 3	95.00
Training Specialist - 4	105.00
Training Specialist - 5	120.00
Webmaster Technician - 1	70.00
Webmaster Technician - 2	80.00
Webmaster Technician - 3	95.00
Webmaster Technician - 4	110.00
Webmaster Technician - 5	140.00
User Interface/User Experience Designer 2	140.00
User Interface/User Experience Designer 3	170.00
User Interface/User Experience Designer 4	200.00

Administrative Support	
Admin Support 1	50.00
Admin Support 2	60.00
Admin Support 3	70.00
Admin Support 4	80.00
Admin Support 5	90.00
Technical Writer 1	70.00
Technical Writer 2	90.00
Technical Writer 3	110.00
Technical Writer 4	130.00
Technical Writer 5	160.00
Writer/Editor 1	65.00
Writer/Editor 2	80.00
Writer/Editor 3	100.00
Writer/Editor 4	120.00
Writer/Editor 5	150.00
Acquisition Support	
Acquisition/Procurement/Contract Analyst 1	80.00
Acquisition/Procurement/Contract Analyst 2	105.00
Acquisition/Procurement/Contract Analyst 3	130.00
Acquisition/Procurement/Contract Analyst 4	155.00
Acquisition/Procurement/Contract Analyst 5	180.00
Business/Financial/Management Analyst 1	90.00
Business/Financial/Management Analyst 2	115.00
Business/Financial/Management Analyst 3	140.00
Business/Financial/Management Analyst 4	165.00
Business/Financial/Management Analyst 5	190.00
Geospatial Support	
GIS Analyst	130.00
GIS Technical Specialist/Engineer	160.00
GIS Systems Developer	210.00
GIS Systems Architect	280.00