# Global CI

## General Services Administration
## Federal Supply Service
## Authorized Federal Supply Schedule Price List

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

**Schedule Title: Multiple Award Schedule**

**FSC Group: Information Technology      FSC Class: DA01**

**Contract Number:  47QTCA21D00FF**

For more information on ordering from Federal Supply Schedules click on FSS Schedules at GSA.gov.

**Contract Period: 09/24/21 - 09/23/26**

## Global Commerce & Information, Inc.

9900 York Road

Cockeysville, MD 21030

**DUNS: 876742396**

**Phone: 410-265-6580**

**URL: https://globalci.com/**

**Business Size: Small**

**Contract Adminstrator:**
Sam Ziman, Strategic Account Executive
Phone: 443-884-9851
Email:sam.ziman@globalci.com

Pricelist current through Modification #: PS-A815, dated: 09/29/21

## Global Commerce & Information, Inc.

# GSA Awarded Terms and Conditions

**1a.     TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINS)**
Special Item No. 54151S Information Technology Professional Services
Special Item No. 54151HEAL Health Information Technology Services
Special Item No. OLM Order Level Materials

**1b.     LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN**
See attached Price List.

**1c.     HOURLY RATES (Services Only)**
See attached Price List.

**2.     MAXIMUM ORDER**
The Maximum Order value for the following Special Item Numbers (SINs) is $500,000:
Special Item Number 54151S: Information Technology Professional Services
Special Item No. 54151HEAL Health Information Technology Services

The Maximum Order value for the following Special Item Numbers (SINs) is $250,000:
Special Item No. OLM Order Level Materials

**3.     MINIMUM ORDER**
The minimum dollar value of orders to be issued is $100.00.

**4.     GEOGRAPHIC COVERAGE**
Domestic Only

**5.     POINT OF PRODUCTION**
NA – Offering Services

**6.     DISCOUNT FROM LIST PRICES**
Net GSA pricing is listed in attached Price List. Basic discounts have been deducted.

**7.     QUANTITY/VOLUME DISCOUNTS**
N/A

**8.     PROMPT PAYMENT TERMS**
Net Thirty (30) Days

**9.     FOREIGN ITEMS**
None

**10a.    TIME OF DELIVERY**
To be Determined by Task

**10b.    EXPEDITED DELIVERY**
To be Determined by Task

**10c.    OVERNIGHT AND 2-DAY DELIVERY**
Please contact contractor for overnight and 2-day delivery.

**10d.    URGENT REQUIREMENTS**
When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**11.    F.O.B. POINT**
Destination

**12a.    ORDERING ADDRESS**
9900 York Road
Cockeysville, MD 21030

**12b.    ORDERING PROCEDURES**
For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

**13.    PAYMENT ADDRESS**
9900 York Road
Cockeysville, MD 21030

**14.    WARRANTY PROVISION**
Standard Commercial Warranty Policy

**15.    EXPORT PACKING CHARGES**
N/A

**16.    TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR**

For terms and conditions of rental please see page 5. Should any equipment not work properly we will send you replacement equipment swapping out the non-operating equipment with working equipment for no extra fee.

**17.** **TERMS AND CONDITIONS OF INSTALLATION**
N/A

**18a.** **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES**
N/A

**18b.** **TERMS AND CONDITIONS FOR ANY OTHER SERVICES**
N/A

**19.** **LIST OF SERVICE AND DISTRIBUTION POINTS**
N/A

**20.** **LIST OF PARTICIPATING DEALERS**
N/A

**21.** **PREVENTIVE MAINTENANCE**
N/A

**22a.** **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G., RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS)**
N/A

**22b.** **SECTION 508 COMPLIANCE**
If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: N/A.
The EIT standard can be found at: www.Section508.gov/.

**23.** **DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER**
876742396

**24.** **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) WEBSITE**
Active

# Proposed MAS Prices
*All Prices Include the Industrial Funding Fee (IFF)*

| SIN | Labor Category | Base Period Year 1 | Base Period Year 2 | Base Period Year 3 | Base Period Year 4 | Base Period Year 5 |
|---|---|---|---|---|---|---|
| 54151S | Cyber Security Specialist I | $94.20 | $96.37 | $98.58 | $100.85 | $103.17 |
| 54151S | Cyber Security Specialist II | $120.25 | $123.02 | $125.85 | $128.74 | $131.70 |
| 54151S | Cyber Security Specialist III | $175.35 | $179.39 | $183.51 | $187.73 | $192.05 |
| 54151S | Program Manager | $105.38 | $107.80 | $110.28 | $112.82 | $115.41 |
| 54151S | Subject Matter Expert I | $98.31 | $100.57 | $102.88 | $105.25 | $107.67 |
| 54151S | Subject Matter Expert II | $132.87 | $135.92 | $139.05 | $142.25 | $145.52 |
| 54151S | Project Manager I | $78.40 | $80.21 | $82.05 | $83.94 | $85.87 |
| 54151S | Project Manager II | $110.35 | $112.89 | $115.48 | $118.14 | $120.86 |
| 54151S | Project Manager III | $130.30 | $133.30 | $136.36 | $139.50 | $142.71 |
| 54151S | Principal IT Specialist | $130.30 | $133.30 | $136.36 | $139.50 | $142.71 |
| 54151S | Senior IT Specialist | $115.24 | $117.89 | $120.60 | $123.38 | $126.22 |
| 54151S | IT Specialist | $78.40 | $80.21 | $82.05 | $83.94 | $85.87 |
| 54151S | Principal Engineer/Analyst | $126.25 | $129.16 | $132.13 | $135.17 | $138.28 |
| 54151S | Senior Engineer/Analyst | $93.20 | $95.34 | $97.53 | $99.78 | $102.07 |
| 54151S | Senior Functional Specialist | $94.20 | $96.37 | $98.58 | $100.85 | $103.17 |
| 54151S | Functional Specialist I | $68.61 | $70.19 | $71.80 | $73.45 | $75.14 |
| 54151S | Database Specialist I | $101.33 | $103.66 | $106.05 | $108.49 | $110.98 |
| 54151S | Database Specialist Sr | $125.26 | $128.14 | $131.09 | $134.11 | $137.19 |
| 54151S | Systems Support Specialist II | $75.50 | $77.24 | $79.02 | $80.84 | $82.69 |
| 54151S | Systems Support Specialist III | $105.38 | $107.80 | $110.28 | $112.82 | $115.41 |
| 54151S | Operations Support Specialist II | $71.75 | $73.40 | $75.09 | $76.82 | $78.58 |
| 54151S | Operations Support Specialist III | $94.20 | $96.37 | $98.58 | $100.85 | $103.17 |
| 54151S | Application Developer II | $76.26 | $78.02 | $79.81 | $81.65 | $83.52 |
| 54151S | Application Developer III | $105.38 | $107.80 | $110.28 | $112.82 | $115.41 |
| 54151S | Application Developer IV | $124.02 | $126.88 | $129.79 | $132.78 | $135.83 |
| 54151S | Systems Administrator II | $78.40 | $80.21 | $82.05 | $83.94 | $85.87 |
| 54151S | Systems Administrator III | $105.38 | $107.80 | $110.28 | $112.82 | $115.41 |
| 54151S | Web Design Specialist II | $82.99 | $84.90 | $86.85 | $88.85 | $90.89 |
| 54151S | Web Design Specialist III | $109.59 | $112.11 | $114.69 | $117.33 | $120.03 |
| 54151S | Network Engineer II | $98.48 | $100.75 | $103.06 | $105.44 | $107.86 |
| 54151S | User Support Specialist I | $48.62 | $49.74 | $50.88 | $52.05 | $53.25 |
| 54151S | User Support Specialist II | $63.13 | $64.58 | $66.06 | $67.58 | $69.14 |
| 54151S | User Support Specialist III | $110.80 | $113.35 | $115.96 | $118.62 | $121.35 |

| SIN | Labor Category | Base Period Year 1 | Base Period Year 2 | Base Period Year 3 | Base Period Year 4 | Base Period Year 5 |
|---|---|---|---|---|---|---|
| 54151S | Applications Analyst I | $73.65 | $75.34 | $77.07 | $78.85 | $80.66 |
| 54151S | Applications Analyst II | $101.33 | $103.66 | $106.05 | $108.49 | $110.98 |
| 54151S | Applications Analyst III | $130.30 | $133.30 | $136.36 | $139.50 | $142.71 |
| 54151S | Technical Writer | $48.62 | $49.74 | $50.88 | $52.05 | $53.25 |
| 54151S | Technical Writer II | $105.38 | $107.80 | $110.28 | $112.82 | $115.41 |
| 54151HEAL | Health IT Cyber Security Specialist II | $120.25 | $123.02 | $125.85 | $128.74 | $131.70 |
| 54151HEAL | Health IT Cyber Security Specialist III | $175.35 | $179.39 | $183.51 | $187.73 | $192.05 |
| 54151HEAL | Health IT Program Manager II | $118.10 | $120.82 | $123.60 | $126.44 | $129.35 |
| 54151HEAL | Health IT Subject Matter Expert II | $134.81 | $137.91 | $141.08 | $144.33 | $147.65 |
| 54151HEAL | Health IT Subject Matter Expert III | $172.13 | $176.09 | $180.14 | $184.28 | $188.52 |
| 54151HEAL | Health IT Project Manager I | $82.01 | $83.89 | $85.82 | $87.80 | $89.82 |
| 54151HEAL | Health IT Principal IT Specialist | $130.30 | $133.30 | $136.36 | $139.50 | $142.71 |
| 54151HEAL | Health IT Specialist | $78.40 | $80.21 | $82.05 | $83.94 | $85.87 |
| 54151HEAL | Health IT Entry Level IT Specialist | $51.62 | $52.81 | $54.03 | $55.27 | $56.54 |
| 54151HEAL | Health IT Senior Engineer/Analyst | $93.17 | $95.31 | $97.50 | $99.75 | $102.04 |
| 54151HEAL | Health IT Engineer/Analyst | $61.12 | $62.53 | $63.97 | $65.44 | $66.94 |
| 54151HEAL | Health IT Jr Engineer/Analyst | $49.11 | $50.24 | $51.39 | $52.58 | $53.78 |
| 54151HEAL | Health IT Senior Functional Specialist | $94.20 | $96.37 | $98.58 | $100.85 | $103.17 |
| 54151HEAL | Health IT Functional Specialist I | $68.61 | $70.19 | $71.80 | $73.45 | $75.14 |
| 54151HEAL | Health IT Database Specialist I | $101.33 | $103.66 | $106.05 | $108.49 | $110.98 |
| 54151HEAL | Health IT Database Specialist Sr | $125.26 | $128.14 | $131.09 | $134.11 | $137.19 |
| 54151HEAL | Health IT Systems Support Specialist I | $60.91 | $62.31 | $63.74 | $65.21 | $66.71 |
| 54151HEAL | Health IT Operations Support Specialist I | $38.70 | $39.59 | $40.50 | $41.43 | $42.38 |
| 54151HEAL | Health IT Operations Support Specialist II | $63.85 | $65.32 | $66.82 | $68.36 | $69.93 |
| 54151HEAL | Health IT Application Developer I | $61.45 | $62.86 | $64.31 | $65.79 | $67.30 |
| 54151HEAL | Health IT Application Developer II | $76.26 | $78.02 | $79.81 | $81.65 | $83.52 |
| 54151HEAL | Health IT Systems Administrator I | $57.35 | $58.67 | $60.02 | $61.40 | $62.81 |
| 54151HEAL | Health IT Systems Administrator II | $83.18 | $85.09 | $87.05 | $89.05 | $91.10 |
| 54151HEAL | Health IT Systems Administrator III | $105.38 | $107.80 | $110.28 | $112.82 | $115.41 |
| 54151HEAL | Health IT Technical Writer I | $68.77 | $70.35 | $71.97 | $73.62 | $75.31 |

| SIN | Labor Category | Base Period Year 1 | Base Period Year 2 | Base Period Year 3 | Base Period Year 4 | Base Period Year 5 |
|---|---|---|---|---|---|---|
| 54151HEAL | Health IT Quality Assurance Manager | $80.14 | $81.98 | $83.87 | $85.80 | $87.77 |

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

## Labor Category Descriptions

| SIN | Labor Title | Description | Minimum Education Level | Minimum Years' Experience |
|---|---|---|---|---|
| 54151S | Cyber Security Specialist I | Previous experience in IT Security implementation and monitoring required. General knowledge of scientific processes, management structures, and technology programs/platforms are preferred. Provide support to for information security. Provide support the scientific organization's information security controls. Understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products and current Internet and electronic commerce technology. Assists in preparation of IT security artifacts | Bachelor's Degree | 1 Year |
| 54151S | Cyber Security Specialist II | General knowledge of scientific processes, management structures, and technology programs/platforms required. Provide support to for information security. Analyze and defines security requirements compliance issues. Design, develop, engineer, and implement solutions to meet or exceed security requirements. Respond to POAM and other requests to mediate identified risks. Perform risk analyzes which also includes risk assessment. Knowledge of Scientific systems requirements and ability to meet or exceed security compliance of scientific systems. | Bachelor's Degree | 3 Years |
| 54151S | Cyber Security Specialist III | General knowledge of scientific processes, management structures, and technology programs/platforms required. Provide support to for information security. Provide support for facilitating current security infrastructure and define future programs, design and implementation of firewall and other related security issues. Broad knowledge of security (IA) practices and tools is required. In depth knowledge of scientific systems requirements and ability to meet or exceed security compliance of scientific systems. | Bachelor's Degree | 8 Years |
| 54151S | Program Manager | Experience in managing, directing, and implementing information technology projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. Experienced in management and control of large funds and resources, and demonstrated capability in managing complex, multi-task commercial and government contracts. SRA's Program Managers are our most senior and valuable employees and are responsible for directing the Corporate Business Units and large business areas. For a given Delivery Order, the Program Manager serves as SRA's single contract manager, and will be SRA's authorized interface with the government's Contracting officer's Representative (COR), other government management personnel, and customer agency representatives. Responsible for formulating and enforcing work | Bachelor's Degree | 10 Years |

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| | | standards, assigning contractor schedules, and communicating policies, purposes, and goals of SRA, Inc. to subordinates and subcontractors. Responsible for the overall contract performance. Manages ADP services and support operations that may include multiple projects. Organizes resources to support multiple concurrent projects and manages the execution of multiple concurrent projects. Organizes, directs, and coordinates planning and production of all contract support activities. Conducts oral and written communications with all levels of management for planning and control of projects. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates and reviews project feasibility studies, determines costs, and ensures conformance to work standards. Assigns, schedules, and reviews work of subordinate Project Managers including subcontractors. Prepares and delivers presentations to colleagues, subordinates, and government representatives. The Program Manager will be an employee of SRA. | | |
| 54151S | Subject Matter Expert I | Experienced in supporting large information technology projects related to the individual's subject matter expertise. These personnel are often corporate officers, leaders, and directors with many years of experience, and are nationally and/or internationally renowned experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.). Extensive experience as technical leaders and/or senior Project Managers. Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications. | Bachelor's Degree | 12 Years |
| 54151S | Subject Matter Expert II | Experienced in supporting large information technology projects related to the individual's subject matter expertise. These personnel are often corporate officers, leaders, and directors with many years of experience, and are nationally and/or internationally renowned experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.). Extensive experience as technical leaders and/or senior Project Managers. Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications. | Bachelor's Degree | 15 Years |
| 54151S | Project Manager I | Experienced in managing, directing, and implementing IT projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. PMs are senior personnel who not only have responsibility for managing | Bachelor's Degree | 4 Years |

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| | | projects, but also possess strong technical skills. A Project Manager serves as the leader of a delivery order and assists the Program Manager in working with the Government's Contracting Officer's Representative (COR), other government management personnel, and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems. Provides overall managerial direction for a specific project. Manages and support operations that may include multiple task orders. Organizes resources to support multiple concurrent task orders and manages the execution of those task orders. Organizes, directs, and coordinates planning and production of all project support activities. Conducts oral and written communications with the Program Manager for planning and control of the project or multiple, concurrent task orders. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates project feasibility studies, determines costs, and ensures conformance to work standards. Assigns, schedules, and reviews work of subordinates including subcontractors. Prepares and delivers presentations to colleagues, subordinates, and government representatives. Assures the proper use of current or requested programming, testing and documentation techniques. | | |
| 54151S | Project Manager II | Experience in managing, directing, and implementing IT projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. PMs are senior personnel who not only have responsibility for managing projects, but also possess strong technical skills. A Project Manager serves as the leader of a delivery order and assists the Program Manager in working with the Government's Contracting Officer's Representative (COR), other government management personnel, and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems. Provides overall managerial direction for a specific project. Manages and support operations that may include multiple task orders. Organizes resources to support multiple concurrent task orders and manages the execution of those task orders. Organizes, directs, and coordinates planning and production of all project support activities. Conducts oral and written communications with the Program Manager for planning and control of the project or multiple, concurrent task orders. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates project feasibility studies, determines costs, and ensures conformance to work | Bachelor's Degree | 6 Years |

| | | standards. Assigns, schedules, and reviews work of subordinates including subcontractors. Prepares and delivers presentations to colleagues, subordinates, and government representatives. Assures the proper use of current or requested programming, testing and documentation techniques. | | |
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| 54151S | Project Manager III | Experience in managing, directing, and implementing IT projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. PMs are senior personnel who not only have responsibility for managing projects, but also possess strong technical skills. A Project Manager serves as the leader of a delivery order and assists the Program Manager in working with the Government's Contracting Officer's Representative (COR), other government management personnel, and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems. Provides overall managerial direction for a specific project. Manages and support operations that may include multiple task orders. Organizes resources to support multiple concurrent task orders and manages the execution of those task orders. Organizes, directs, and coordinates planning and production of all project support activities. Conducts oral and written communications with the Program Manager for planning and control of the project or multiple, concurrent task orders. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates project feasibility studies, determines costs, and ensures conformance to work standards. Assigns, schedules, and reviews work of subordinates including subcontractors. Prepares and delivers presentations to colleagues, subordinates, and government representatives. Assures the proper use of current or requested programming, testing and documentation techniques. | Bachelor's Degree | 10 Years |
| 54151S | Principal IT Specialist | Possesses substantial IT knowledge and demonstrated hands-on expertise and/or training in areas of emerging technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery. Provides technical expertise, support, and oversight in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends | Bachelor's Degree | 12 Years |

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| | | solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission. | | |
| 54151S | Senior IT Specialist | Possesses substantial IT knowledge and demonstrated hands-on expertise and/or training in areas of emerging technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery. Provides technical expertise, support, and oversight in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission. | Bachelor's Degree | 9 Years |
| 54151S | IT Specialist | Possesses IT knowledge and demonstrated hands-on experience and/or training in areas of emerging technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery. Provides technical expertise and support in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission. | Bachelor's Degree | 6 Years |
| 54151S | Principal Engineer/Analyst | Possesses experience in progressive systems engineering and architectural design and the use of structured analysis, design methodologies, design tools, and object-oriented principles. Specialized Experience: Engineer: Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, and data quality engineering (or other relevant engineering disciplines). Analyst: Experienced in one of the following disciplines: strategic systems planning, business process reengineering, facilitation, activity-based costing (ABC), business case | Bachelor's Degree | 10 Years |

| | | analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost/benefit analysis, computer security, or other relevant social sciences, scientific, analytic, or related fields. Establishes system engineering and information requirements using analysis of the information engineer in the development of enterprise-wide or large-scale information technology systems. Design architecture to include software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures (OSI, ISO, IEEE, OSE) as they apply to the implementation and specification of information technology solutions. Analyzes system requirements and develops design alternatives to satisfy those requirements. Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high level technical expertise. Performs evaluation of alternatives and assessment of risks and costs. | | |
|---|---|---|---|---|
| 54151S | Senior Engineer/Analyst | Provide design, programming, documentation, and implementation of applications which requires knowledge of government information technology systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects including process and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Facilitation support includes cross-functional team building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models. | Bachelor's Degree | 8 Years |
| 54151S | Senior Functional Specialist | Possesses progressive experience in functional business or technical areas/disciplines. Has considerable experience with problem solving and proposing new solutions in the areas of their functional expertise. Demonstrated ability to communicate orally and in writing. Provides expertise, guidance, consultation, and thought leadership to the client and/or project team based on specialized expertise in support of similar services, products, or | Bachelor's Degree | 8 Years |

| | | client missions. This may include but is not limited to fields such as: engineering and technology; policy and administration; planning; analysis; service operations, mission support, training, and development; facilities; communications; visual design; human capital; business; and management. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. | | |
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| 54151S | Functional Specialist I | Possesses progressive experience in functional business or technical areas/disciplines. Has experience with proposing new solutions to problems in the areas of their functional expertise. Demonstrated ability to communicate orally and in writing. Provides support, guidance, consultation, and thought leadership to the client and/or project team based on specialized experience in support of similar services, products, or client missions. This may include but is not limited to fields such as: engineering and technology; policy and administration; planning; analysis; service operations, mission support, training, and development; facilities; communications; visual design; human capital; business; and management. | Bachelor's Degree | 5 Years |
| 54151S | Database Specialist I | Possesses progressive accomplishment as experts in large and complex information technology systems implementation. Applied expertise across multiple information technology platforms and in the integration of diverse architectures. Provides technical expertise to produce detailed database designs and design documentation, including data models, and data flow diagrams. Evaluates, configures, or administers DBMS products to match user requirements with system capabilities. Determines file organization, indexing methods, and security procedures for system databases. Plans and coordinates conversion and migration of existing (or legacy) databases to state of the art DBMS's. | Bachelor's Degree | 5 Years |
| 54151S | Database Specialist Sr | Possesses progressive accomplishment as experts in large and complex information technology systems implementation. Applied expertise across multiple information technology platforms and in the integration of diverse architectures. Provides technical expertise to produce detailed database designs and design documentation, including data models, and data flow diagrams. Evaluates, configures, or administers DBMS products to match user requirements with system capabilities. Determines file organization, indexing methods, and security procedures for system databases. Plans and coordinates conversion and migration of existing (or legacy) databases to state of the art DBMS's. | Bachelor's Degree | 8 Years |
| 54151S | Systems Support Specialist II | Requires knowledge of employer's (or client's) computer equipment, software, and application processes. Requires experience in providing technical assistance and on-the-job training. Generally, requires extensive knowledge of one or more operating systems and environments. Responds to user requests for assistance by phone and in person. Installs and modifies computer hardware and software. Diagnosis hardware, software, and operator problems and recommends remedial actions or procedural changes. May load and | Associate's Degree | 3 Years |

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| | | configure software such as operating systems and environments and application. Provides technical assistance and training to system user. | | |
| 54151S | Systems Support Specialist III | Requires knowledge of employer's (or client's) computer equipment, software, and application processes. Requires experience in providing technical assistance and on-the-job training. Generally, requires extensive knowledge of one or more operating systems and environments. Responds to user requests for assistance by phone and in person. Installs and modifies computer hardware and software. Diagnosis's hardware, software, and operator problems and recommends remedial actions or procedural changes. May load and configure software such as operating systems and environments and application. Provides technical assistance and training to system user. | Associate's Degree | 5 Years |
| 54151S | Operations Support Specialist II | Experience in computer business systems /or information systems development or a relevant business operation, including business processes, data mapping, reporting and analytics, or other relevant domain experience. Experience may include a combination of standards and policy development, research and analysis of IT system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing. | Bachelor's Degree | 2 Years |
| 54151S | Operations Support Specialist III | Experience in computer business systems /or information systems development or a relevant business operation, including business processes, data mapping, reporting and analytics, or other relevant domain experience. Experience may include a combination of standards and policy development, research and analysis of IT system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing. | Bachelor's Degree | 4 Years |
| 54151S | Application Developer II | Experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of IT system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing. | Bachelor's Degree | 4 Years |
| 54151S | Application Developer III | Experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of IT system issues and trends, research and | Bachelor's Degree | 6 Years |

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| | | development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing. | | |
| 54151S | Application Developer IV | Experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of IT system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing. | Bachelor's Degree | 10 Years |
| 54151S | Systems Administrator II | Possesses specialized experience in administrating computer systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network. Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems | Bachelor's Degree | 4 Years |
| 54151S | Systems Administrator III | Possesses specialized experience in administrating computer systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network. Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems | Bachelor's Degree | 8 Years |
| 54151S | Web Design Specialist II | Possesses intensive and progressive experience in a computer related field including development and design of software systems and WEB development. Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for components of the website in support of Information Technology (IT) projects. 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. Requires strong navigation and site design instincts. Knowledgeable in web development methodology to include CM and testing. Typically requires developmental experience in web-based languages. | Bachelor's Degree | 4 Years |
| 54151S | Web Design Specialist III | Possesses intensive and progressive experience in a computer related field including development and design of software systems and WEB development. Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for components of the website in support of Information Technology (IT) projects. Works | Bachelor's Degree | 8 Years |

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| | | 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. Requires strong navigation and site design instincts. Knowledgeable in web development methodology to include CM and testing. Typically requires developmental experience in web-based languages. | | |
| 54151S | Network Engineer II | Possesses progressive experience in installation software and hardware; analysis, design, and installation of computer-based systems; analysis, design, and installation of LANs/WANs; and analysis, design, and installation of communications systems. General experience includes increasing responsibilities in technical management. Progressive experience including at least two projects in technical areas (e.g., automated data processing equipment, networks, software, client/server configurations, LANs/WANs, communications, etc.) At least one project must have occurred within the past three years. Experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing. | Bachelor's Degree | 5 Years |
| 54151S | User Support Specialist I | Possesses strong organizational and interpersonal skills to meet agency and customer needs. Works under direct supervision. Ability to follow specific instructions and established procedures to perform a variety of standardized tasks. Resolves user issues by performing tasks such as answer user calls, providing on site assistance, or responding with answers. May act as a resource on installation, implementation and/or enhancement projects. | Associates Degree | 1 Year |
| 54151S | User Support Specialist II | General experience in delivering user support for products, services and/or information systems and applications. Works under direct supervision. Possess knowledge of procedures and work routines to perform varied tasks. Resolves user issues by performing tasks such as answering calls, providing on site assistance, researching problems and questions, or responding with answers. May act as a resource on installation, implementation and/or enhancement projects. | Associates Degree | 3 Years |
| 54151S | User Support Specialist III | Possesses progressive experience in delivering user support for products, services and/or information systems and applications. Progressive experience in providing direct help to users, resolving user issues, and supporting installation/implementation efforts. Works under some supervision and may provide oversight of lower-level staff support. Requires understanding of concepts and methodologies to perform assignments of moderately complex scope. Provide solutions for questions presented by escalation procedures from lower-level support specialist. Resolves user issues by performing tasks such as triaging calls, providing on site assistance, researching problems and questions, responding with answers or interventions, tracking calls, analyzing performance trends, and evaluating the | Associates Degree | 5 Years |

| | | quality of products, services, or systems. May act as a resource on installation, implementation and/or enhancement projects | | |
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| 54151S | Applications Analyst I | Possesses increasingly complex and progressive experience in performing systems analysis, development, and implementation for business, mathematical, engineering, or scientific settings using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies. Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs, and documents programs. Works at the highest technical level of all phases of applications, systems analysis and programming activities including the installation of enhancements, security features, and analytical tools. Provides guidance and training to less experienced analysts/programmers | Bachelor's Degree | 2 Years |
| 54151S | Applications Analyst II | Possesses increasingly complex and progressive experience in performing systems analysis, development, and implementation for business, mathematical, engineering, or scientific settings using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies. Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs, and documents programs. Works at the highest technical level of all phases of applications, systems analysis and programming activities including the installation of enhancements, security features, and analytical tools. Provides guidance and training to less experienced analysts/programmers | Bachelor's Degree | 6 Years |
| 54151S | Applications Analyst III | Possesses increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific setting using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies. Must have managed or had significant involvement with complex or substantive information technology projects including one year of experience in management and supervision. Formulates and defines system scope and objectives for assigned projects. Prepares detailed specifications for programs. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. Duties also include instructing, directing, and checking the work of other systems analysts and programming personnel. Responsible for quality assurance review and for directing and monitoring the work of team members. | Bachelor's Degree | 10 Years |
| 54151S | Technical Writer | Experience in developing, editing, and producing technical and graphic documentation for IT systems. Must have a basic understanding of computer processing, including commonly used information technology terminology and must possess strong organizational skills. The | Bachelor's Degree | 1 Years |

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| | | Technical Writer assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Prepares and edits documentation incorporating information provided by the user, specialist, analyst, programmer, and management personnel. Duties include writing, edition, and graphics presentation of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation accordingly. | | |
| 54151S | Technical Writer II | Experience in developing, editing, and producing technical and graphic documentation for IT systems. Must have a basic understanding of computer processing, including commonly used information technology terminology and must possess strong organizational skills. The Technical Writer assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Prepares and edits documentation incorporating information provided by the user, specialist, analyst, programmer, and management personnel. Duties include writing, edition, and graphics presentation of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation accordingly. | Bachelor's Degree | 5 Years |
| 54151HEAL | Health IT Cyber Security Specialist II | Experienced in Health IT Security implementation and monitoring required. General knowledge of scientific processes, management structures, and technology programs/platforms required. Provide support to for DHHS information security. Analyze and define security requirements compliance issues. Design, develop, engineer, and implement solutions to meet or exceed DHHS security requirements. Respond to POAM and other requests to mediate identified risks. Perform risk analyzes which also includes risk assessment. Knowledge of Scientific systems requirements and ability to meet or exceed security compliance of scientific systems. | Bachelor's Degree | 5 Years |
| 54151HEAL | Health IT Cyber Security Specialist III | Experienced in Health IT Security implementation and monitoring required. General knowledge of scientific processes, management structures, and technology programs/platforms required. Provide support to for DHHS information security. Provide support for facilitating current security infrastructure and define future programs, design and implementation of firewall and other related security issues. Broad knowledge of security (IA) practices and tools is required. In depth knowledge of Health and Scientific systems requirements and ability to meet or exceed security compliance of scientific systems | Bachelor's Degree | 10 Years |

| 54151HEAL | Health IT Program Manager II | Experience in managing, directing, and implementing Health IT projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. Experienced in management and control of large funds and resources, and demonstrated capability in managing complex, multi-task commercial and government contracts. SRA's Program Managers are our most senior and valuable employees and are responsible for directing the Corporate Business Units and large business areas. For a given Delivery Order, the Program Manager serves as SRA's single contract manager, and will be SRA's authorized interface with the government's Contracting officer's Representative (COR), other government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, and communicating policies, purposes, and goals of SRA, Inc. to subordinates and subcontractors. Responsible for the overall contract performance. Manages and support operations that may include multiple projects. Organizes resources to support multiple concurrent projects and manages the execution of multiple concurrent projects. Organizes, directs, and coordinates planning and production of all contract support activities. Conducts oral and written communications with all levels of management for planning and control of projects. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates and reviews project feasibility studies, determines costs, and ensures conformance to work standards. Assigns, schedules, and reviews work of subordinate Project Managers including subcontractors. Prepares and delivers presentations to colleagues, subordinates, and government representatives. The Program Manager will be an employee of SRA. | Bachelor's Degree | 15 Years |
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| 54151HEAL | Health IT Subject Matter Expert II | Experienced with large complex Health IT systems, providing technical leadership. A solid understanding of architecture and technologies across systems, applications and/or requirements. Plans, coordinates, and generally participates in solving technical aspects of complex information technology projects. Provides technical leadership and guidance to resolve complex technical problems. | Bachelor's Degree | 8 Years |
| 54151HEAL | Health IT Subject Matter Expert III | Experienced with large complex Health IT systems, providing technical leadership. A solid understanding of architecture and technologies across systems, applications and/or requirements. Plans, coordinates, and generally participates in solving technical aspects of complex information technology projects. Provides technical leadership and guidance to resolve complex technical problems. | Bachelor's Degree | 10 Years |
| 54151HEAL | Health IT Project Manager I | Experienced in managing, directing, and implementing Heath IT related projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. PMs are senior personnel who not only have | Bachelor's Degree | 4 Years |

| | | responsibility for managing projects, but also possess strong technical skills. A Project Manager serves as the leader of a delivery order and assists the Program Manager in working with the Government's Contracting Officer's Representative (COR), other government management personnel, and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems. Provides overall managerial direction for a specific project. Manages and support operations that may include multiple task orders. Organizes resources to support multiple concurrent task orders and manages the execution of those task orders. Organizes, directs, and coordinates planning and production of all project support activities. Conducts oral and written communications with the Program Manager for planning and control of the project or multiple, concurrent task orders. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates project feasibility studies, determines costs, and ensures conformance to work standards. Assigns, schedules, and reviews work of subordinates including subcontractors. Prepares and delivers presentations to colleagues, subordinates, and government representatives. Assures the proper use of current or requested programming, testing and documentation techniques. | | |
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| 54151HEAL | Health IT Principal IT Specialist | Familiarity with Health-Related Environments. Point of contact for operational concerns for system end users and service recipients. Responsible for identifying technical problems, applying identifying standard operating procedures and policies, answers questions about system and operational best practices. Coordinates troubleshooting and corrective actions with Government computer hardware, software, network, system/application access, and telecommunications systems. Log or escalate incidents with help desk and escalate exceptions on a timely basis and in alignment with policy and procedure. | Bachelor's Degree | 10 Years |
| 54151HEAL | Health IT Specialist | Familiarity with Health-Related Environments. Point of contact for operational concerns for system end users and service recipients. Responsible for identifying technical problems, applying identifying standard operating procedures and policies, answers questions about system and operational best practices. Coordinates troubleshooting and corrective actions with Government computer hardware, software, network, system/application access, and telecommunications systems. Log or escalate incidents with help desk and escalate exceptions on a timely basis and in alignment with policy and procedure. | Bachelor's Degree | 6 Years |
| 54151HEAL | Health IT Entry Level IT Specialist | Familiar with health-related IT landscape. Creates functional (non-technical) specifications that address business requirements, processes, and that fit within architecture standards. Participates in planning and implementing system changes via configuration or | Bachelor's Degree | 1 Years |

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| | | development in release plan, performs test planning and testing, supports training material updates, and is responsible for meeting software compliance standards. May act as a liaison with other business functions, to coordinate and align business processes across operating units and functions. | | |
| 54151HEAL | Health IT Senior Engineer/Analyst | Provide design, programming, documentation, and implementation of applications which requires knowledge of government Health IT systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results. | Bachelor's Degree | 8 Years |
| 54151HEAL | Health IT Engineer/Analyst | Experience in computer programming and/or information systems development or a relevant technical, scientific, health or social science discipline. Experience in a combination of standards and policy development, research, and analysis of information system issues and functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improved performance efficiency. Develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. analyzes problems and develops system requirements and program specifications. | Bachelor's Degree | 4 Years |
| 54151HEAL | Health IT Jr Engineer/Analyst | Experience in health IT related computer programming and/or information systems development or a relevant technical discipline. Experience in standards and policy development, research and analysis of information system issues and trends, research, and development in a technical discipline, and/or development of information systems. Experience with technical and end-user training on computer application software. Should possess strong organizational and interpersonal skills to meet agency and customer needs, and the ability to communicate well orally and in writing. Engineer: Degree in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, data quality engineering, biomedical engineering, or other relevant engineering disciplines. | Bachelor's Degree | 2 Years |

| 54151HEAL | Health IT Senior Functional Specialist | Progressive experience in health-related functional business or technical areas/disciplines. Has experience with proposing new solutions to problems in the areas of their functional expertise. Demonstrated ability to communicate orally and in writing. Provides support, guidance, consultation, and thought leadership to the client and/or project team based on specialized experience in support of similar services, products, or client missions. This may include, but is not limited to fields such as: health IT, interoperability, mobility, security, data management, big data, analytics, connected, health, electronic record sharing and maintenance, electronic medical records, health information, exchanges, population analytics, virtual health / tele-health delivery, personal health information, management, cloud-based services, remote monitoring devices, assistive technologies, sensors, innovative, research and emerging technologies, engineering and technology; policy and administration; planning; analysis; service operations, mission support, training and development; facilities; communications; visual design; human capital; business; and management. | Bachelor's Degree | 8 Years |
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| 54151HEAL | Health IT Functional Specialist I | Progressive experience in health-related functional business or technical areas/disciplines. Provides support, guidance, consultation, and thought leadership to the client and/or project team based on specialized experience in support of similar services, products, or client missions. This may include, but is not limited to fields such as: health IT, interoperability, mobility, security, data management, big data, analytics, connected, health, electronic record sharing and maintenance, electronic medical records, health information, exchanges, population analytics, virtual health / tele-health delivery, personal health information, management, cloud-based services, remote monitoring devices, assistive technologies, sensors, innovative, research and emerging technologies, engineering and technology; policy and administration; planning; analysis; service operations, mission support, training and development; facilities; communications; visual design; human capital; business; and management. | Bachelor's Degree | 5 Years |
| 54151HEAL | Health IT Database Specialist I | Progressive accomplishment as experts in large and complex health-related information technology systems implementation. Provides technical support to produce detailed database designs and design documentation, including data models, and data flow diagrams. Evaluates, configures, or administers DBMS products to match user requirements with system capabilities. Determines file organization, indexing methods, and security procedures for system databases. Plans and coordinates conversion and migration of existing (or legacy) databases to state of the art DBMS's. | Bachelor's Degree | 2 Years |
| 54151HEAL | Health IT Database Specialist Sr | Progressive accomplishment as experts in large and complex health-related information technology systems implementation. Applied expertise across multiple information technology platforms and in the integration of diverse architectures. Provides technical | Bachelor's Degree | 6 Years |

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| | | expertise to produce detailed database designs and design documentation, including data models, and data flow diagrams. Evaluates, configures, or administers DBMS products to match user requirements with system capabilities. Determines file organization, indexing methods, and security procedures for system databases. Plans and coordinates conversion and migration of existing (or legacy) databases to state of the art DBMS's. | | |
| 54151HEAL | Health IT Systems Support Specialist I | Familiarity with Health-Related Environments. Performs user account security administration, local server, and network maintenance in alignment with global plans and schedules. User laptop administration, troubleshooting, hardware maintenance, and software support. Provide end user help desk support, including incident ticketing, follow-up, escalation, and closeout. | Associate's Degree | 4 Years |
| 54151HEAL | Health IT Operations Support Specialist I | Familiarity with Health-Related Environments. Point of contact for operational concerns for system end users and service recipients. Responsible for identifying technical problems, applying identifying standard operating procedures and policies, answers questions about system and operational best practices. Coordinates troubleshooting and corrective actions with Government computer hardware, software, network, system/application access, and telecommunications systems. Log or escalate incidents with help desk and escalate exceptions on a timely basis and in alignment with policy and procedure. | Associate's Degree | 2 Years |
| 54151HEAL | Health IT Operations Support Specialist II | Familiarity with Health-Related Environments. Point of contact for operational concerns for system end users and service recipients. Responsible for identifying technical problems, applying identifying standard operating procedures and policies, answers questions about system and operational best practices. Coordinates troubleshooting and corrective actions with Government computer hardware, software, network, system/application access, and telecommunications systems. Log or escalate incidents with help desk and escalate exceptions on a timely basis and in alignment with policy and procedure. | Associate's Degree | 4 Years |
| 54151HEAL | Health IT Application Developer I | Familiarity with Health Related. Experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of health IT system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing. | Bachelor's Degree | 2 Years |
| 54151HEAL | Health IT Application Developer II | Familiarity with Health-Related Environments. Experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of health IT system issues and trends, research and development in a technical discipline, and | Bachelor's Degree | 6 Years |

| | | development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing. | | |
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| 54151HEAL | Health IT Systems Administrator I | Familiarity with Health-Related Environments. Performs daily computer operations activities including job processing, monitoring systems, monitoring backups, identifying problems, opening problem management records, problem escalation, and notifying users affected by computing issues. Log and escalate incidents in an alignment with policies and procedures, during daily scheduled, and after-hours support.  Develops and provides input to operational reporting measures and goals. Coordinate with management and vendors on physical and systems site maintenance activities to ensuring security and environmental controls are always maintained. Performs manual and automated backup management, disaster, and continuity of operations testing to ensure systems availability and integrity. Coordinates with Technical Infrastructure teams and vendor support to rapidly address issues or implement improvements server, network, and storage operations and service enhancement. | Associate's Degree | 2 Years |
| 54151HEAL | Health IT Systems Administrator II | Familiarity with Health-Related Environments. Performs daily computer operations activities including job processing, monitoring systems, monitoring backups, identifying problems, opening problem management records, problem escalation, and notifying users affected by computing issues. Log and escalate incidents in an alignment with policies and procedures, during daily scheduled, and after-hours support. Develops and provides input to operational reporting measures and goals. Coordinate with management and vendors on physical and systems site maintenance activities to ensuring security and environmental controls are always maintained. Performs manual and automated backup management, disaster, and continuity of operations testing to ensure systems availability and integrity. Coordinates with Technical Infrastructure teams and vendor support to rapidly address issues or implement improvements server, network, and storage operations and service enhancement | Bachelor's Degree | 4 Years |
| 54151HEAL | Health IT Systems Administrator III | Familiarity with Health-Related Environments. Performs daily computer operations activities including job processing, monitoring systems, monitoring backups, identifying problems, opening problem management records, problem escalation, and notifying users affected by computing issues. Log and escalate incidents in an alignment with policies and procedures, during daily scheduled, and after-hours support. Develops and provides input to operational reporting measures and goals. Coordinate with management and vendors on physical and systems site maintenance activities to ensuring security and environmental controls are always maintained. Performs manual and automated backup management, | Bachelor's Degree | 8 Years |

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| | | disaster, and continuity of operations testing to ensure systems availability and integrity. Coordinates with Technical Infrastructure teams and vendor support to rapidly address issues or implement improvements server, network, and storage operations and service enhancement. | | |
| 54151HEAL | Health IT Technical Writer I | Experience in developing, editing, and producing technical and graphic documentation for health IT systems. Must have a basic understanding of computer processing, including commonly used health, medical, information technology terminology and must possess strong organizational skills. The Technical Writer assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Prepares and edits documentation incorporating information provided by the user, specialist, analyst, programmer, and management personnel. Duties include writing, edition, and graphics presentation of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation accordingly. | Bachelor's Degree | 1 Years |
| 54151HEAL | Health IT Quality Assurance Manager | Establishes and maintains a process for evaluating health-related software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. May provide daily supervision and direction to support staff. This position requires a health IT and QA experience such as: configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. Experience includes increasing responsibilities in quality assurance, quality control, and team leader responsibilities. | Bachelor's Degree | 8 Years |