

**General Services Administration
Federal Supply Service
IT-70 Information Technology Schedule Price List**

Authorized Federal Supply Schedule Price List

General Purpose Commercial Information Technology Equipment, Software, and Services

SIN 54151S Information Technology (IT) Professional Services | **SIN 54151HEAL** Health Information Technology Services | **SIN 541519ICAM** Identity, Credentialing and Access Management (ICAM) | **SIN 54151HACS** Highly Adaptive Cybersecurity Services (HACS)

FPDS Codes: **D301** IT Facility Operation and Maintenance | **D302** IT Systems Development Services | **D306** IT Systems Analysis Services | **D307** Automated Information Systems Design and Integration Services | **D308** Programming Services | **D310** IT Backup and Security Services | **D311** IT Data Conversion Services | **D313** Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services | **D316** IT Network Management Services | **D317** Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76) | **D399** Other Information Technology Services, Not Elsewhere Classified

Contract No. GS-35F-611GA

Contract Period: August 9, 2017 – August 8, 2027

ASM Research
An Accenture Federal Services Company

4050 Legato Rd

Suite 800

Fairfax, VA 22033

www.asmr.com

Phone: (703) 645-0420 | Fax: (703) 645-0432

Attn: Drew Ashley

Business Size: Large Business



For more information on ordering, visit: <https://www.gsa.gov/schedules>.

Prices shown herein are net (discount deducted)

Price List current through modification 95CKLOUE (10 July 2026)

Online access to contract ordering information, terms and conditions, pricing, and the option to create an electronic delivery order are available through GSA Advantage!®. The website for GSA Advantage!® is: <https://www.GSAAdvantage.gov>.

CUSTOMER INFORMATION

1a. Table of Awarded Special Item Numbers

SIN	DESCRIPTION
54151S	Information Technology Professional Services
54151HEAL	Health Information Technology Services
541519ICAM	Identity, Credentialing and Access Management (ICAM)
54151HACS	Highly Adaptive Cybersecurity Services

1b. Identification of the Lowest Priced Model Number and lowest unit price for that model for each special item number awarded in the contract

SIN	JOB TITLE	GSA RATE
54151S	Helpdesk Analyst 1	\$48.99
54151HEAL	Health IT Help Desk Analyst 1	\$58.19
541519ICAM	IAM Configuration Analyst 1	\$62.51

1c. Labor Category Descriptions: Labor Category descriptions of all corresponding job titles, functional responsibility, and minimum education requirements are outlined on pages 11 - 29, 32 - 52 and 56 - 65 within this pricelist.

2. Maximum Order: \$500,000

3. Minimum Order: \$100

4. Geographic Coverage (delivery area): Domestic Delivery

5. Point(s) of Production (city, county, and State or Foreign Country): The 48 contiguous states, D.C., Hawaii, Alaska, Puerto Rico, Washington, DC, and US territories

6. Discount from List Prices or Statement of Net Price: None

7. Quantity Discounts: None

8. Prompt Payment Terms: 38%, 10 Days from receipt of invoice or acceptance.

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

9. Foreign Items: N/A

10a. Time of Delivery: As Negotiated between ASM & Ordering Customer

10b. Expedited Delivery: As Negotiated between ASM & Ordering Customer

10c. Overnight and 2-Day Delivery: As Negotiated between ASM & Ordering Customer

10d. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies 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 agency, 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

ASM Research, LLC
4050 Legato Rd, Suite 800
Fairfax, VA 22033
Attn: Drew Ashley

12b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment Address

ASM Research, LLC
4050 Legato Rd, Suite 800
Fairfax, VA 22033
Attn: Drew Ashley

14. Warranty/guarantee Provision: All services performed under this contract will be guaranteed to be completed in a satisfactory workmanlike manner as delineated with this Authorized FSS IT Schedule Pricelist.

15. Export packing charges: N/A

16. Terms and conditions of rental, maintenance, and repair: N/A

17. Terms and conditions of installation: N/A

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts: N/A

18b. Terms and conditions for any other services: As Negotiated by ASM Research and the Ordering Activity

19. List of Service and Distribution Points: As Negotiated by ASM Research and the Ordering Activity

20. List of Participating Dealers: N/A

21. Preventative maintenance: N/A

22a. Special Attributes such as Environmental Attributes: N/A

22b. Section 508 Compliance: Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services at www.asmr.com/capabilities/#508standards. The EIT standards can be found at: www.section508.gov/.

23. Unique Entity Identifier (UEI) Number: TDJMB5JLT149

24. Notification regarding registration in the System for Award Management (SAM) Database: ASM Research LLC is registered in the SAM Database.

TERMS AND CONDITIONS

SIN 54151S - Information Technology (IT) Professional Services

SIN 54151HEAL - Health Information Technology (IT) Services

SIN 541519ICAM - Identity, Credentialing and Access Management (ICAM)

SIN 54151HACS - Highly Adaptive Cybersecurity Services (HACS)

1. Scope

a. The prices, terms and conditions stated under Special Item Numbers 54151S Information Technology Professional Services, 54151HEAL Health Information Technology (IT) Services, 541519ICAM Identity, Credentialing and Access Management and 54151HACS Highly Adaptive Cybersecurity Services apply exclusively to IT Services within the scope of this Information Technology Schedule.

b. The Contractor shall provide services at the Contractor's facility and/or at the Government location, as agreed to by the Contractor and the ordering office.

2. Performance Incentives

a. When using a performance-based statement of work, performance incentives may be agreed upon between the Contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.

b. The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

d. The above procedures do not apply to Time and Material or labor hour orders.

3. Ordering Procedures for Services (Requiring a Statement of Work)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

a. When ordering services, ordering offices shall—

1. Prepare a Request (Request for Quote or other communication tool):

i. A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

- ii. The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time and materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.
 - iii. The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
 - iv. The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(i) below, the request shall notify the contractors that will be the case.
2. Transmit the Request to Contractors:
- i. Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 54151S ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.
 - ii. The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

3. Evaluate Responses and Select the Contractor to Receive the Order: After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)
- b. The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs, ordering offices shall—
 1. Inform contractors in the request (based on the agency's requirement) if a single BPA or multiple BPAs will be established and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
 - i. SINGLE BPA: Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
 - ii. MULTIPLE BPAs: When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.
 2. Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
- c. The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
- d. When the ordering office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

Ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for Ordering Offices," paragraph #12.

4. Order

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made, and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

5. Performance of Services

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering office.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.
- c. The Agency should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

6. Stop-Work Order (FAR 52.242-15) (AUG 1989)

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage.

Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- 1. Cancel the stop-work order; or
 - 2. Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - 1. The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

2. The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

7. Inspection of Services

The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (May 2001) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

8. Responsibilities of the Contractor

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 Rights in Data – General (MAY 2014), may apply.

9. Responsibilities of the Government

Subject to security regulations, the ordering office shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

10. Independent Contractor

All IT/EC Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the Government.

11. Organizational Conflicts of Interests

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed Government contract, without some restriction on activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the Government, ordering offices may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might

otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

12. Invoices

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC services. Progress payments may be authorized by the ordering office on individual orders if appropriate. Progress Payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

13. Payments

For firm-fixed price orders the Government shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts (AUG 2012) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (AUG 2012) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

14. Resumes

Resumes shall be provided to the GSA Contracting Officer or the user agency upon request.

15. Incidental Support Costs

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering agency in accordance with the guidelines set forth in the FAR.

16. Approval of Subcontracts

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

LABOR CATEGORY DESCRIPTIONS - IT PROFESSIONAL SERVICES: SIN 54151S

Where applicable:

- Level 1: performs more routine aspects of the position and is supervised by higher levels.
- Level 2: performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.
- Level 3: competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.
- For all categories, a Master's degree may be substituted for two years of experience.
- For all categories, a Doctoral degree may be substituted for an additional two years of experience.
- For all categories, two additional years of directly related job experience may be substituted for each year of college not attended.
- Experience in general must be professional, and job related, though it need not be in the specific area to be the employee's responsibility. Additional experience to be substituted for education must be in the area of the individual's assigned project responsibility.

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
Administrative Assistant	Supports an organization or department by performing administrative services. Assists management with administrative tasks such as tracking and compiling information of interest. Prepare various reports detailing the administrative information handled by the position. Assists and relieves officials of clerical work and minor administrative and business details, including basic correspondence. Files and inputs data for reports on the basis of instructions from various members of the department or company. Schedules appointments, gives information to callers and takes notes.	High School	0
IT Support Specialist	Provides technical support to the team responsible for a subset of business systems applications. Provides assistance in one or all areas of applications that includes testing, design and analysis. Assists in the formulation of procedures and best practices for users of applications. Has knowledge of commonly used concepts, practices and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.	High School	0
Business Analyst 1	Analyzes company functions, processes, and activities to improve computer-based business	Bachelors	0

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	applications for the most effective use of money, materials, equipment, and people. Utilizes available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement. Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures. Determines most useful business solutions for the company. Level 1 performs more routine aspects of the position and is supervised by higher levels.		
Business Analyst 2	Analyzes company functions, processes, and activities to improve computer-based business applications for the most effective use of money, materials, equipment, and people. Utilizes available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement. Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures. Determines most useful business solutions for the company. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Business Analyst 3	Analyzes company functions, processes, and activities to improve computer-based business applications for the most effective use of money, materials, equipment, and people. Utilizes available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement. Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures. Determines most useful business solutions for the company. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Business Systems Analyst 1	Analyzes business processes, functions, and procedures to determine the most effective business systems software to meet the needs of the organization. Establishes systems' specifications and objectives, based on business requirements and cost effectiveness and provides recommendations to management personnel. Collaborates with others in systems development and design, including software	Bachelors	0

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	programming and table, report and panel design. Develops test plans, coordinates and performs software testing, which may include analyzing user interfaces, downtimes, proposed system modification upgrades and new system software. Level 1 performs more routine aspects of the position and is supervised by higher levels.		
Business Systems Analyst 2	Analyzes business processes, functions, and procedures to determine the most effective business systems software to meet the needs of the organization. Establishes systems' specifications and objectives, based on business requirements and cost effectiveness and provides recommendations to management personnel. Collaborates with others in systems development and design, including software programming and table, report and panel design. Develops test plans, coordinates and performs software testing, which may include analyzing user interfaces, downtimes, proposed system modification upgrades and new system software. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Business Systems Analyst 3	Analyzes business processes, functions, and procedures to determine the most effective business systems software to meet the needs of the organization. Establishes systems' specifications and objectives, based on business requirements and cost effectiveness and provides recommendations to management personnel. Collaborates with others in systems development and design, including software programming and table, report and panel design. Develops test plans, coordinates and performs software testing, which may include analyzing user interfaces, downtimes, proposed system modification upgrades and new system software. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Computer Programmer 1	Develops, researches, designs, implements, runs tests, and maintains current computer programs that provide instructions computers must follow to perform their function. Designs, develops, tests and evaluates software and systems, in conjunction with hardware product development, that enable computers to perform their	Bachelors	0

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	applications, applying principles and techniques of computer science, engineering, and mathematical analysis. Writes programs according to specifications, which may be provided by Software Engineers, Systems Analysts, or other computer scientists. Updates, repairs, modifies and expands existing computer programs. Level 1 performs more routine aspects of the position and is supervised by higher levels.		
Computer Programmer 2	Develops, researches, designs, implements, runs tests, and maintains current computer programs that provide instructions computers must follow to perform their function. Designs, develops, tests and evaluates software and systems, in conjunction with hardware product development, that enable computers to perform their applications, applying principles and techniques of computer science, engineering, and mathematical analysis. Writes programs according to specifications, which may be provided by Software Engineers, Systems Analysts, or other computer scientists. Updates, repairs, modifies and expands existing computer programs. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Computer Programmer 3	Develops, researches, designs, implements, runs tests, and maintains current computer programs that provide instructions computers must follow to perform their function. Designs, develops, tests and evaluates software and systems, in conjunction with hardware product development, that enable computers to perform their applications, applying principles and techniques of computer science, engineering, and mathematical analysis. Writes programs according to specifications, which may be provided by Software Engineers, Systems Analysts, or other computer scientists. Updates, repairs, modifies and expands existing computer programs. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Computer Security Specialist 1	Plans, coordinates and implements an organization's computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction or disclosure. Reviews	Bachelors	0

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	violations of computer security procedures to eliminate violations. Regulates access to computer data files, monitors data file use and updates computer security files. Enters commands into computer to allow access to the computer system for users who forget their password. Reads computer security files to determine whether denial of data access reported by user is justified. Level 1 performs more routine aspects of the position and is supervised by higher levels.		
Computer Security Specialist 2	Plans, coordinates and implements an organization's computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction or disclosure. Reviews violations of computer security procedures to eliminate violations. Regulates access to computer data files, monitors data file use and updates computer security files. Enters commands into computer to allow access to the computer system for users who forget their password. Reads computer security files to determine whether denial of data access reported by user is justified. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Computer Security Specialist 3	Plans, coordinates and implements an organization's computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction or disclosure. Reviews violations of computer security procedures to eliminate violations. Regulates access to computer data files, monitors data file use and updates computer security files. Enters commands into computer to allow access to the computer system for users who forget their password. Reads computer security files to determine whether denial of data access reported by user is justified. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Computer Systems Analyst 1	Analyzes and critiques computer programs and systems and develops new programs. Reviews users' requests for new or modified computer programs to determine feasibility, cost and time	Bachelors	0

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	required, compatibility with current system, and computer capabilities. Configures plan outlining steps required to develop program, using structured analysis and design. Plans, develops, tests and documents computer programs, applying knowledge of programming techniques and computer systems. Analyzes and solves computer problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. Level 1 performs more routine aspects of the position and is supervised by higher levels.		
Computer Systems Analyst 2	Analyzes and critiques computer programs and systems and develops new programs. Reviews users' requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Configures plan outlining steps required to develop program, using structured analysis and design. Plans, develops, tests and documents computer programs, applying knowledge of programming techniques and computer systems. Analyzes and solves computer problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Computer Systems Analyst 3	Analyzes and critiques computer programs and systems and develops new programs. Reviews users' requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Configures plan outlining	Bachelors	6

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	steps required to develop program, using structured analysis and design. Plans, develops, tests and documents computer programs, applying knowledge of programming techniques and computer systems. Analyzes and solves computer problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.		
Database Administrator (DBA) 1	Administrates organization's database using database management system to organize and store data. Ascertains user requirements, creates computer databases and tests and coordinates changes. Interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis and other pertinent data required to develop and maintain integrated databases. Provides guidance in the development of database projects and performs database analysis to recommend specific products, structures, and platforms to customers and project staff. Ensures performance of database. Excludes paraprofessional positions. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Database Administrator (DBA) 2	Administrates organization's database using database management system to organize and store data. Ascertains user requirements, creates computer databases and tests and coordinates changes. Interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis and other pertinent data required to develop and maintain integrated databases. Provides guidance in the development of database projects and performs database analysis to recommend specific products, structures, and platforms to customers and project staff. Ensures performance of database. Excludes paraprofessional positions. Level 2	Bachelors	3

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.		
Database Administrator (DBA) 3	Administrates organization's database using database management system to organize and store data. Ascertains user requirements, creates computer databases and tests and coordinates changes. Interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis and other pertinent data required to develop and maintain integrated databases. Provides guidance in the development of database projects and performs database analysis to recommend specific products, structures, and platforms to customers and project staff. Ensures performance of database. Excludes paraprofessional positions. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Database Analyst 1	Analyzes business procedures and problems to refine data for database management. Analyzes, designs and implements accurate, secure, efficient, logical and physical data bases and coordinates database development. Identifies and resolves production and/or applications development problems related to the use of the database management system software or utilities. Reviews project request describing database user needs. Studies existing data handling systems to evaluate effectiveness and develops new systems to improve production or workflow as required. Excludes paraprofessional positions. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Database Analyst 2	Analyzes business procedures and problems to refine data for database management. Analyzes, designs and implements accurate, secure, efficient, logical and physical data bases and coordinates database development. Identifies and resolves production and/or applications development problems related to the use of the database management system software or utilities. Reviews project request describing database user needs. Studies existing data handling systems to evaluate effectiveness and develops new systems to improve production or	Bachelors	3

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	workflow as required. Excludes paraprofessional positions. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.		
Database Analyst 3	Analyzes business procedures and problems to refine data for database management. Analyzes, designs and implements accurate, secure, efficient, logical and physical data bases and coordinates database development. Identifies and resolves production and/or applications development problems related to the use of the database management system software or utilities. Reviews project request describing database user needs. Studies existing data handling systems to evaluate effectiveness and develops new systems to improve production or workflow as required. Excludes paraprofessional positions. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Helpdesk Analyst 1	Assesses and troubleshoots computer support problems and applies understanding of computer software and hardware products and services to resolve problems of users. Receives telephone calls and e-mails from users having problems using computer software and hardware or inquiring how to use specific software, programming languages, electronic mail or operating systems. Ascertains from computer user the nature of problem, determines whether problem is caused by hardware, such as modem, printer, cables or telephone, formulates diagnosis and assists users through problem solving steps. Level 1 performs more routine aspects of the position and is supervised by higher levels.	High School	0
Helpdesk Analyst 2	Analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems. Studies and resolves computer software and hardware problems of users. Acts as a contact for users having problems using computer software, hardware, and operating systems. Determines whether problem is caused by hardware, software, or system. Answers questions, applying knowledge of computer software, hardware, systems, and procedures. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than	High School	3

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.		
Helpdesk Analyst 3	Supervises and coordinates activities of Help Desk Technicians or Representatives engaged in assisting computer users with hardware and software questions and problems, fielding telephone calls and e-mail messages from customers seeking guidance on technical problems, diagnosing nature of problems and assisting customers through problem solving steps. Identifies, troubleshoots and resolves information systems problems to minimize down time of applications and personnel. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
IT Consultant 1	Consults with client or department heads to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization. Requires knowledge in fields defined as information technology, computer programming, computer security, computer systems analysis, database management, information systems, Internet applications and development, software development and related fields. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	3
IT Consultant 2	Consults with client or department heads to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization. Requires knowledge in fields defined as information technology, computer programming, computer security, computer systems analysis, database management, information systems, Internet applications and development, software development and related fields. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	7

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
IT Consultant 3	Consults with client or department heads to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization. Requires knowledge in fields defined as information technology, computer programming, computer security, computer systems analysis, database management, information systems, Internet applications and development, software development and related fields. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	10
IT Security Consultant	Determines long-term systems security needs and hardware acquisitions requirements to accomplish the business objectives. Develops and implements security standards and procedures. Ensures that all applications are functional and secure. Coordinates, plans, and implements an organization's computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction, or disclosure. Reviews violations of computer security procedures to eliminate violations. Utilizes knowledge of theory, principles, or technology of specific discipline or field of specialization.	Bachelors	8
IT Services Manager	Manages and coordinates activities of a small staff engaged in computer operations, computer systems, computer programming and company's network to assure effective computer resources are provided to users. Analyzes performance indicators such as number of transactions per second, response time, and number of programs being processed to ensure system is operating efficiently. Studies problems and capabilities, and develops solutions for improved operating procedures, alternate processing methods, communications, information flow, management reporting and operational efficiency.	Bachelors	7
Network/ Telecommunications Analyst	A Network/Telecommunications Analyst will coordinate with all network users and sites, will provide troubleshooting and general administration, in the administration of the network. They will evaluate hardware and software and resolve LAN/MAN/WAN network related problems. Provide technical leadership in	Bachelors	3

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	the implementation of complex large scale computer integrated networks.		
Network/Telecomm Engineer 1	A Network/Telecommunications Engineer 1 is responsible for local and wide area network systems, including planning, designing, monitoring, evaluating, selecting operating systems and protocol suites. Supports, installs, maintains and troubleshoots all local area and wide area networking devices and related software. Resolves interoperability problems to obtain operations across all platforms and may include networking devices, e-mail, files transfer, multimedia, Telecommunications, hardware and software. Provides batch monitoring, back-up and restoration. The duties of this position can be broad and may include such tasks as installing new workstations and/or servers, adding and removing individuals from the list of authorized users, archiving files, overseeing password protection and other security measures and monitoring usage of shared resources. Configures systems to user environments. Supports acquisition of hardware and software. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Network/Telecomm Engineer 2	A Network/Telecommunications Engineer 2 plans, supports and evaluates complex existing network systems and make recommendations for resources required to maintain and/or expand service levels. Assists in network planning, engineering and architecture. May assist or lead in the development of technical standards and interface applications; identifies and evaluates new products; provide solutions for network problems. Interfaces with internal/external customers and vendors to determine system needs. Provide monthly metrics for network availability and bandwidth usage as well as other metrics as requested. Responsible for network capacity planning. Monitor and maintain network interfaces to ensure its highest level of performance and makes modifications and enhancements as needed. Responsible for documenting procedures and keeping network diagrams and related material up to date. May handle escalated user problems, questions, and request on network issues. Work with other groups within IS to resolve network related issues as needed. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires	Bachelors	3

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	considerable knowledge of the subject matter and concepts of the position.		
Network/Telecomm Engineer 3	A Network/Telecommunications Engineer 3 plans, supports and evaluates complex existing network systems and make recommendations for resources required to maintain and/or expand service levels. This resource will provide highly skilled technical assistance in network planning, engineering and architecture. Also provides and develops technical standards and interface applications; identifies and evaluates new products; provide solutions for network problems. Interfaces with internal/external customers and vendors to determine system needs. Plans and incorporates how new network resources and applications will exist on the network. Provide monthly metrics for network availability and bandwidth usage as well as other metrics as requested. Responsible for network capacity planning. Use network management tools to discover, map and maintain the network. Responsible for network equipment OS and version upgrades. Responsible for conducting research of new technologies and implementation strategies. Monitor and maintain network interfaces to ensure its highest level of performance and makes modifications and enhancements as needed. Responsible for documenting procedures and keeping network diagrams and related material up to date. Handle escalated user problems, questions, and request on network issues. Work with other groups within IS to resolve network related issues as needed. Leads and directs work of other Network Engineers. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Program Manager 1	Manages the Program/Project Management Office (PMO) by driving program and project management best practices, policies, procedures and processes. Tracks the status of all projects and manages escalations, project budgets and reporting. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	4
Program Manager 2	Manages the Program/Project Management Office (PMO) by driving program and project management best practices, policies, procedures and processes. Tracks the status of all projects and manages escalations, project budgets and reporting. Level 2 performs more varied and	Bachelors	7

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.		
Program Manager 3	Manages the Program/Project Management Office (PMO) by driving program and project management best practices, policies, procedures and processes. Tracks the status of all projects and manages escalations, project budgets and reporting. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	10
Programmer Analyst 1	Analyzes and critiques computer programs and systems and develops new programs. Reviews users requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system and computer capabilities. Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Programmer Analyst 2	Analyzes and critiques computer programs and systems and develops new programs. Reviews users requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system and computer capabilities. Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Programmer Analyst 3	Analyzes and critiques computer programs and systems and develops new programs. Reviews users requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system and computer capabilities. Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
Project Manager 1	Manages, plans and coordinates activities of projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. Establishes work plan and multi-disciplinary staffing for each phase of project and arranges for recruitment or assignment of project personnel. Identifies functional and cross-functional requirements and resources required for each task. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Project Manager 2	Manages, plans and coordinates activities of projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. Establishes work plan and multi-disciplinary staffing for each phase of project and arranges for recruitment or assignment of project personnel. Identifies functional and cross-functional requirements and resources required for each task. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Project Manager 3	Manages, plans and coordinates activities of projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. Establishes work plan and multi-disciplinary staffing for each phase of project and arranges for recruitment or assignment of project personnel. Identifies functional and cross-functional requirements and resources required for each task. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
Quality Assurance Analyst 1	Programs, analyzes and runs tests on new or modified software programs, including documentation, diagram, flowchart and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines. Runs in-depth testing, detects problems, recommends solutions and determines if program requirements have been met. Recommends program improvements or corrections to programmers. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Quality Assurance Analyst 2	Manages, plans, coordinates, and heads the quality control program designed to ensure continuous production/service consistent with established standards. Oversees the development and analysis of statistical data and specifications to determine present standards and establish proposed quality and reliability expectancy. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Quality Assurance Analyst 3	Manages, plans, coordinates, and heads the quality control program designed to ensure continuous production/service consistent with established standards. Oversees the development and analysis of statistical data and specifications to determine present standards and establish proposed quality and reliability expectancy. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
System Administrator 1	Administers, develops, runs tests on, implements and maintains operating system and related software. Establishes and implements standards for computer operations for compatibility between hardware and software, according to specifications and parameters. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
System Administrator 2	Administers, develops, runs tests on, implements and maintains operating system and related	Bachelors	3

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	software. Establishes and implements standards for computer operations for compatibility between hardware and software, according to specifications and parameters. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.		
System Administrator 3	Administers, develops, runs tests on, implements and maintains operating system and related software. Establishes and implements standards for computer operations for compatibility between hardware and software, according to specifications and parameters. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Systems Analyst 1	Analyzes and solves computer problems and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures and problems to automate processing or to improve existing computer system. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Systems Analyst 2	Analyzes and solves computer problems and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures and problems to automate processing or to improve existing computer system. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less	Bachelors	3

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.		
Systems Analyst 3	Analyzes and solves computer problems and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures and problems to automate processing or to improve existing computer system. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
System/Software Architect	Responsible for initial design and development of new software or extensive software revisions. Defines product requirements and creates high-level architectural specifications, ensuring feasibility, functionality, and integration with existing systems/platforms. Designs, develops, and implements infrastructure to provide highly-complex, reliable, and scalable database to meet the organization's objectives and requirements. Analyzes organization's business requirements for database design and executes changes to database as required. Demonstrates expertise in a variety of the field's concepts, practices, and procedures.	Bachelors	7
Technical Writer 1	Writes and updates material for reports, manuals, briefs, proposals, instruction books, catalogs and related technical and administrative publications concerned with work methods and procedures, installation, operation and maintenance. Acquires assignments from supervisor. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Technical Writer 2	Writes and updates material for reports, manuals, briefs, proposals, instruction books, catalogs and related technical and administrative publications concerned with work methods and procedures, installation, operation and maintenance. Acquires assignments from supervisor. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires	Bachelors	3

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	considerable knowledge of the subject matter and concepts of the position.		
Technical Writer 3	Writes and updates material for reports, manuals, briefs, proposals, instruction books, catalogs and related technical and administrative publications concerned with work methods and procedures, installation, operation and maintenance. Acquires assignments from supervisor. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Training Specialist 1	Develops and trains employees or customers of industrial or commercial establishment in installation, programming, safety, maintenance and repair of machinery and equipment, such as robots, programmable controllers, and robot controllers, following manuals, specifications, blueprints and schematics using hand tools, measuring instruments and testing equipment. Confers with management and staff or technical training coordinator to determine training objectives. Writes training program and designs laboratory exercises. Level 1 performs more routine aspects of the position and is supervised by higher levels.	High School	0
Training Specialist 2	Manages the activities related to various training and educational programs for an organization. Assesses and identifies individual group training needs and administers plans, procedures and programs to meet these training needs. Prepares a variety of training aids and materials and assesses training packages, including outline, text and handouts written by instructors. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Training Specialist 3	Manages the activities related to various training and educational programs for an organization. Assesses and identifies individual group training needs and administers plans, procedures and programs to meet these training needs. Prepares a variety of training aids and materials and assesses training packages, including outline, text and handouts written by instructors. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of	Bachelors	6

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	assignment. May lead individuals assisting in the work.		
Web Developer 1	Develops and oversees website design and creation. Plans, designs, evaluates, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Applies knowledge of programming techniques and computer internet systems. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Web Developer 2	Develops and oversees website design and creation. Plans, designs, evaluates, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Applies knowledge of programming techniques and computer internet systems. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Web Developer 3	Develops and oversees website design and creation. Plans, designs, evaluates, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Applies knowledge of programming techniques and computer internet systems. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Configuration Manager	Manages the coordination and administration of configuration management activities. Formulates procedures for and executes the introduction of changes to engineering documents. Analyzes changes of product design to determine the effect on the end product design and function and determines and prepares documentation	Bachelors	6

Labor Category Name	Labor Category Description	Min Education	Min Experience (Years)
	necessary for change. Coordinates with customers and manufacturers to determine a process for change reporting. Reviews released engineering change data and changes documenting activities to ensure adherence to configuration management procedures and policies.		
Project Administrator	Compiles project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. Identifies and analyzes systems requirements and defines project scope, requirements, and deliverables. Coordinates project activities and ensures all project phases are documented appropriately.	Bachelors	6
Project Coordinator	Arranges schedules and regulates flow of work within or between organizational units or businesses. Maintains master schedule and work orders, establishes priorities, and changes schedule according to projects, work order specifications, established priorities, and availability or capability of workers, parts, material, machines, and equipment.	Bachelors	0

INFORMATION TECHNOLOGY PROFESSIONAL SERVICE RATES – SIN 54151S

Pricing: Prices Effective on Date of Award and are subject to revision at the time each option year is exercised. Forward pricing rates reflect agreed upon escalation rate of 3% to be applied annually upon date of award.

Labor Category Name	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	1/1/23 - 8/8/23	8/9/23 - 8/8/24	8/9/24 - 8/8/25	8/9/25 - 8/8/26	8/9/26 - 8/8/27
Administrative Assistant	\$55.14	\$56.79	\$58.50	\$60.25	\$62.06
IT Support Specialist	\$81.03	\$83.46	\$85.96	\$88.54	\$91.20
Business Analyst 1	\$75.00	\$77.25	\$79.57	\$81.95	\$84.41
Business Analyst 2	\$90.00	\$92.70	\$95.48	\$98.35	\$101.30
Business Analyst 3	\$120.00	\$123.60	\$127.31	\$131.13	\$135.06
Business Systems Analyst 1	\$73.73	\$75.94	\$78.22	\$80.57	\$82.99
Business Systems Analyst 2	\$88.44	\$91.09	\$93.83	\$96.64	\$99.54
Business Systems Analyst 3	\$123.93	\$127.65	\$131.48	\$135.42	\$139.48
Computer Programmer 1	\$88.00	\$90.64	\$93.36	\$96.16	\$99.04
Computer Programmer 2	\$107.11	\$110.32	\$113.63	\$117.04	\$120.55
Computer Programmer 3	\$153.90	\$158.52	\$163.27	\$168.17	\$173.22
Computer Security Specialist 1	\$76.00	\$78.28	\$80.63	\$83.05	\$85.54
Computer Security Specialist 2	\$95.77	\$98.64	\$101.60	\$104.65	\$107.79
Computer Security Specialist 3	\$128.00	\$131.84	\$135.80	\$139.87	\$144.07
Computer Systems Analyst 1	\$70.00	\$72.10	\$74.26	\$76.49	\$78.78
Computer Systems Analyst 2	\$93.90	\$96.72	\$99.62	\$102.61	\$105.69
Computer Systems Analyst 3	\$119.50	\$123.09	\$126.78	\$130.58	\$134.50
Database Administrator (DBA) 1	\$84.18	\$86.71	\$89.31	\$91.99	\$94.75
Database Administrator (DBA) 2	\$108.00	\$111.24	\$114.58	\$118.01	\$121.55
Database Administrator (DBA) 3	\$145.00	\$149.35	\$153.83	\$158.45	\$163.20
Database Analyst 1	\$85.95	\$88.53	\$91.18	\$93.92	\$96.74
Database Analyst 2	\$95.00	\$97.85	\$100.79	\$103.81	\$106.92
Database Analyst 3	\$132.00	\$135.96	\$140.04	\$144.24	\$148.57
Helpdesk Analyst 1	\$48.99	\$50.46	\$51.97	\$53.53	\$55.14
Helpdesk Analyst 2	\$71.42	\$73.56	\$75.77	\$78.04	\$80.38
Helpdesk Analyst 3	\$101.51	\$104.56	\$107.69	\$110.92	\$114.25
IT Consultant 1	\$132.05	\$136.01	\$140.09	\$144.29	\$148.62
IT Consultant 2	\$190.00	\$195.70	\$201.57	\$207.62	\$213.85

Labor Category Name	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	1/1/23 - 8/8/23	8/9/23 - 8/8/24	8/9/24 - 8/8/25	8/9/25 - 8/8/26	8/9/26 - 8/8/27
IT Consultant 3	\$281.00	\$289.43	\$298.11	\$307.05	\$316.26
IT Security Consultant	\$169.00	\$174.07	\$179.29	\$184.70	\$190.24
IT Services Manager	\$156.00	\$160.68	\$165.50	\$170.47	\$175.58
Network/Telecommunications Analyst	\$90.89	\$93.62	\$96.43	\$99.32	\$102.30
Network/Telecomm Engineer 1	\$85.53	\$88.10	\$90.74	\$93.46	\$96.26
Network/Telecomm Engineer 2	\$101.94	\$105.00	\$108.15	\$111.39	\$114.73
Network/Telecomm Engineer 3	\$126.16	\$129.94	\$133.84	\$137.86	\$142.00
Program Manager 1	\$138.76	\$142.92	\$147.21	\$151.63	\$156.18
Program Manager 2	\$154.00	\$158.62	\$163.38	\$168.28	\$173.33
Program Manager 3	\$175.00	\$180.25	\$185.66	\$191.23	\$196.97
Programmer Analyst 1	\$90.02	\$92.72	\$95.50	\$98.37	\$101.32
Programmer Analyst 2	\$101.81	\$104.86	\$108.01	\$111.25	\$114.59
Programmer Analyst 3	\$121.00	\$124.63	\$128.37	\$132.22	\$136.19
Project Manager 1	\$121.80	\$125.45	\$129.22	\$133.09	\$137.08
Project Manager 2	\$132.22	\$136.19	\$140.27	\$144.48	\$148.81
Project Manager 3	\$147.59	\$152.02	\$156.58	\$161.28	\$166.12
Quality Assurance Analyst 1	\$71.94	\$74.10	\$76.32	\$78.61	\$80.97
Quality Assurance Analyst 2	\$90.00	\$92.70	\$95.48	\$98.35	\$101.30
Quality Assurance Analyst 3	\$115.00	\$118.45	\$122.00	\$125.66	\$129.43
System Administrator 1	\$79.00	\$81.37	\$83.81	\$86.33	\$88.92
System Administrator 2	\$97.00	\$99.91	\$102.91	\$105.99	\$109.17
System Administrator 3	\$119.00	\$122.57	\$126.25	\$130.03	\$133.93
Systems Analyst 1	\$80.11	\$82.51	\$84.99	\$87.54	\$90.17
Systems Analyst 2	\$91.00	\$93.73	\$96.54	\$99.44	\$102.42
Systems Analyst 3	\$113.00	\$116.39	\$119.88	\$123.48	\$127.18
System/Software Architect	\$169.00	\$174.07	\$179.29	\$184.68	\$190.22
Technical Writer 1	\$80.00	\$82.40	\$84.87	\$87.42	\$90.04
Technical Writer 2	\$89.77	\$92.46	\$95.24	\$98.09	\$101.03
Technical Writer 3	\$111.58	\$114.93	\$118.38	\$121.93	\$125.59
Training Specialist 1	\$68.62	\$70.68	\$72.80	\$74.98	\$77.23
Training Specialist 2	\$81.03	\$83.46	\$85.96	\$88.54	\$91.20
Training Specialist 3	\$111.98	\$115.34	\$118.80	\$122.36	\$126.03

Labor Category Name	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	1/1/23 - 8/8/23	8/9/23 - 8/8/24	8/9/24 - 8/8/25	8/9/25 - 8/8/26	8/9/26 - 8/8/27
Web Developer 1	\$75.03	\$77.28	\$79.60	\$81.99	\$84.45
Web Developer 2	\$101.61	\$104.66	\$107.80	\$111.03	\$114.36
Web Developer 3	\$132.98	\$136.97	\$141.08	\$145.31	\$149.67
Configuration Manager	\$112.53	\$115.91	\$119.38	\$122.96	\$126.65
Project Administrator	\$110.00	\$113.30	\$116.70	\$120.20	\$123.81
Project Coordinator	\$76.97	\$79.28	\$81.66	\$84.11	\$86.63

LABOR CATEGORY DESCRIPTIONS – HEALTH INFORMATION TECHNOLOGY (IT) SERVICES – SIN 54151HEAL

Where applicable:

- Level 1: performs more routine aspects of the position and is supervised by higher levels.
- Level 2: performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.
- Level 3: competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.
- For all categories, a Master's degree may be substituted for two years of experience.
- For all categories, a Doctoral degree may be substituted for an additional two years of experience.
- For all categories, two additional years of directly related job experience may be substituted for each year of college not attended.
- Experience in general must be professional, and job related, though it need not be in the specific area to be the employee's responsibility. Additional experience to be substituted for education must be in the area of the individual's assigned project responsibility.

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
Health IT Business Analyst 1	Analyzes company functions, processes, and activities to improve Health IT computer-based business applications for the most effective use of money, materials, equipment, and people. Utilizes available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement. Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures. Determines most useful business solutions for the company. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Health IT Business Analyst 2	Analyzes company functions, processes, and activities to improve Health IT computer-based business applications for the most effective use of money, materials, equipment, and people. Utilizes available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement. Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures. Determines most useful business solutions for the company. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
Health IT Business Analyst 3	Analyzes company functions, processes, and activities to improve Health IT computer-based business applications for the most effective use of money, materials, equipment, and people. Utilizes available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement. Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures. Determines most useful business solutions for the company. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Health IT Business Systems Analyst 1	Analyzes business processes, functions, and procedures to determine the most effective Health IT business systems software to meet the needs of the organization. Establishes systems' specifications and objectives, based on business requirements and cost effectiveness and provides recommendations to management personnel. Collaborates with others in systems development and design, including software programming and table, report and panel design. Develops test plans, coordinates and performs software testing, which may include analyzing user interfaces, downtimes, proposed system modification upgrades and new system software. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	0
Health IT Business Systems Analyst 2	Analyzes business processes, functions, and procedures to determine the most effective Health IT business systems software to meet the needs of the organization. Establishes systems' specifications and objectives, based on business requirements and cost effectiveness and provides recommendations to management personnel. Collaborates with others in systems development and design, including software programming and table, report and panel design. Develops test plans, coordinates and performs software testing, which may include analyzing user interfaces, downtimes, proposed system modification upgrades and new system software. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT Business Systems Analyst 3	Analyzes business processes, functions, and procedures to determine the most effective Health IT business systems software to meet the needs of the organization. Establishes systems' specifications and objectives, based on business requirements and cost effectiveness and provides recommendations to management	Bachelors	6

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	personnel. Collaborates with others in systems development and design, including software programming and table, report and panel design. Develops test plans, coordinates and performs software testing, which may include analyzing user interfaces, downtimes, proposed system modification upgrades and new system software. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.		
Health IT Computer Programmer 1	Develops, researches, designs, implements, runs tests, and maintains current Health IT computer programs that provide instructions computers must follow to perform their function. Designs, develops, tests and evaluates software and systems, in conjunction with hardware product development, that enable computers to perform their applications, applying principles and techniques of computer science, engineering, and mathematical analysis. Writes programs according to specifications, which may be provided by Software Engineers, Systems Analysts, or other computer scientists. Updates, repairs, modifies and expands existing computer programs. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Health IT Computer Programmer 2	Develops, researches, designs, implements, runs tests, and maintains current Health IT computer programs that provide instructions computers must follow to perform their function. Designs, develops, tests and evaluates software and systems, in conjunction with hardware product development, that enable computers to perform their applications, applying principles and techniques of computer science, engineering, and mathematical analysis. Writes programs according to specifications, which may be provided by Software Engineers, Systems Analysts, or other computer scientists. Updates, repairs, modifies and expands existing computer programs. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT Computer Programmer 3	Develops, researches, designs, implements, runs tests, and maintains current Health IT computer programs that provide instructions computers must follow to perform their function. Designs, develops, tests and evaluates software and systems, in conjunction with hardware product development, that enable computers to perform their applications, applying principles and techniques of computer science, engineering, and mathematical analysis. Writes programs according to specifications, which may be provided by Software Engineers, Systems Analysts, or other computer scientists. Updates, repairs,	Bachelors	6

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	modifies and expands existing computer programs. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.		
Health IT Computer Security Specialist 1	Plans, coordinates and implements an organization's Health IT computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction or disclosure. Reviews violations of computer security procedures to eliminate violations. Regulates access to computer data files, monitors data file use and updates computer security files. Enters commands into computer to allow access to the computer system for users who forget their password. Reads computer security files to determine whether denial of data access reported by user is justified. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Health IT Computer Security Specialist 2	Plans, coordinates and implements an organization's Health IT computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction or disclosure. Reviews violations of computer security procedures to eliminate violations. Regulates access to computer data files, monitors data file use and updates computer security files. Enters commands into computer to allow access to the computer system for users who forget their password. Reads computer security files to determine whether denial of data access reported by user is justified. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT Computer Security Specialist 3	Plans, coordinates and implements an organization's Health IT computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction or disclosure. Reviews violations of computer security procedures to eliminate violations. Regulates access to computer data files, monitors data file use and updates computer security files. Enters commands into computer to allow access to the computer system for users who forget their password. Reads computer security files to determine whether denial of data access reported by user is justified. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Health IT Computer	Analyzes and critiques Health IT computer programs and systems and develops new programs. Reviews users requests for new or modified computer programs to	Bachelors	0

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
Systems Analyst 1	determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Configures plan outlining steps required to develop program, using structured analysis and design. Plans, develops, tests and documents computer programs, applying knowledge of programming techniques and computer systems. Analyzes and solves computer problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. Level 1 performs more routine aspects of the position and is supervised by higher levels.		
Health IT Computer Systems Analyst 2	Analyzes and critiques Health IT computer programs and systems and develops new programs. Reviews users requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Configures plan outlining steps required to develop program, using structured analysis and design. Plans, develops, tests and documents computer programs, applying knowledge of programming techniques and computer systems. Analyzes and solves computer problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT Computer Systems Analyst 3	Analyzes and critiques Health IT computer programs and systems and develops new programs. Reviews users requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Configures plan outlining steps required to develop program, using structured analysis and design. Plans, develops, tests and documents computer programs, applying knowledge of programming techniques and computer systems. Analyzes and solves computer	Bachelors	6

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.		
Health IT Configuration Analyst	A Health IT Configuration Analyst assesses proposed changes of Health IT processes, systems, and/or product design to determine overall effect, and coordinates recording of changes and modifications for management control. Examines proposed design/process changes to prepare report of overall effect. Assists with establishing change-reporting procedure and prepares directives for change authorization and documentation. Prepares and/or maintains documentation pertaining to change control, requirements, programming, systems operation and user documentation. May translate business specifications into user documentation.	Bachelors	2
Health IT Configuration Manager	A Health IT Configuration Manager must have experience in Health IT management configuration programs to ensure that all proposed and actual changes to program technology and documentation are properly staffed, approved, and tracked. Must facilitate the change notification process used for updating product. Must ensure notification of performing organizations or project teams of change activity	Bachelors	4
Health IT Cyber Security Engineer	A Health IT Cyber Security Engineer has Health IT experience with Cyber Security Policy and threat mitigation. Must be well versed in Cyber Security Tools, network topologies, intrusion detection, PKI, and secured networks. Must have familiarity and experience in the implementation of cyber security regulations. May require Security+ certification or equivalent.	Bachelors	3
Health IT Cyber Security Specialist, Senior	A Health IT Senior Cyber Security Specialist has Health IT experience with Cyber Security Policy and threat mitigation. Must have knowledge and experience in Cyber Security Tools, network topologies, intrusion detection, PKI, and secured networks. Knowledge of implementation and security levels and roles necessary for successful deployment.	Bachelors	6
Health IT Database	Administrates organization's Health IT database using database management system to organize and store	Bachelors	0

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
Administrator (DBA) 1	data. Ascertains user requirements, creates computer databases and tests and coordinates changes. Interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis and other pertinent data required to develop and maintain integrated databases. Provides guidance in the development of database projects and performs database analysis to recommend specific products, structures, and platforms to customers and project staff. Ensures performance of database. Excludes paraprofessional positions. Level 1 performs more routine aspects of the position and is supervised by higher levels.		
Health IT Database Administrator (DBA) 2	Administrates organization's Health IT database using database management system to organize and store data. Ascertains user requirements, creates computer databases and tests and coordinates changes. Interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis and other pertinent data required to develop and maintain integrated databases. Provides guidance in the development of database projects and performs database analysis to recommend specific products, structures, and platforms to customers and project staff. Ensures performance of database. Excludes paraprofessional positions. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT Database Administrator (DBA) 3	Administrates organization's Health IT database using database management system to organize and store data. Ascertains user requirements, creates computer databases and tests and coordinates changes. Interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis and other pertinent data required to develop and maintain integrated databases. Provides guidance in the development of database projects and performs database analysis to recommend specific products, structures, and platforms to customers and project staff. Ensures performance of database. Excludes paraprofessional positions. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Health IT Database Analyst 1	Analyzes business procedures and problems to refine data for Health IT database management. Analyzes, designs and implements accurate, secure, efficient, logical and physical data bases and coordinates database development. Identifies and resolves	Bachelors	0

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	production and/or applications development problems related to the use of the database management system software or utilities. Reviews project request describing database user needs. Studies existing data handling systems to evaluate effectiveness and develops new systems to improve production or workflow as required. Excludes paraprofessional positions. Level 1 performs more routine aspects of the position and is supervised by higher levels.		
Health IT Database Analyst 2	Analyzes business procedures and problems to refine data for Health IT database management. Analyzes, designs and implements accurate, secure, efficient, logical and physical data bases and coordinates database development. Identifies and resolves production and/or applications development problems related to the use of the database management system software or utilities. Reviews project request describing database user needs. Studies existing data handling systems to evaluate effectiveness and develops new systems to improve production or workflow as required. Excludes paraprofessional positions. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	3
Health IT Database Analyst 3	Analyzes business procedures and problems to refine data for Health IT database management. Analyzes, designs and implements accurate, secure, efficient, logical and physical data bases and coordinates database development. Identifies and resolves production and/or applications development problems related to the use of the database management system software or utilities. Reviews project request describing database user needs. Studies existing data handling systems to evaluate effectiveness and develops new systems to improve production or workflow as required. Excludes paraprofessional positions. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Health IT Help Desk Analyst 1	Assesses and troubleshoots Health IT computer support problems and applies understanding of computer software and hardware products and services to resolve problems of users. Receives telephone calls and e-mails from users having problems using computer software and hardware or inquiring how to use specific software, programming languages, electronic mail or operating systems. Ascertains from computer user the nature of problem, determines whether problem is caused by hardware, such as modem, printer, cables or telephone, formulates diagnosis and assists users through problem	High School	0

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	solving steps. Level 1 performs more routine aspects of the position and is supervised by higher levels.		
Health IT Help Desk Analyst 2	Analyzes problems and provides Health IT technical assistance, support, and advice to end users for hardware, software, and systems. Studies and resolves computer software and hardware problems of users. Acts as a contact for users having problems using computer software, hardware, and operating systems. Determines whether problem is caused by hardware, software, or system. Answers questions, applying knowledge of computer software, hardware, systems, and procedures. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	High School	3
Health IT Help Desk Analyst 3	Supervises and coordinates activities of Help Desk Technicians or Representatives engaged in assisting computer users with Health IT hardware and software questions and problems, fielding telephone calls and e-mail messages from customers seeking guidance on technical problems, diagnosing nature of problems and assisting customers through problem solving steps. Identifies, troubleshoots and resolves information systems problems to minimize down time of applications and personnel. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Health IT Consultant 1	Consults with client or department heads to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization. Requires knowledge in fields defined as Health information technology, computer programming, computer security, computer systems analysis, database management, information systems, Internet applications and development, software development and related fields. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	3
Health IT Consultant 2	Consults with client or department heads to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization. Requires knowledge in fields defined as Health information technology, computer programming, computer security, computer systems analysis, database management, information systems, Internet applications and development, software development and related	Bachelors	7

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	fields. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.		
Health IT Consultant 3	Consults with client or department heads to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization. Requires knowledge in fields defined as Health information technology, computer programming, computer security, computer systems analysis, database management, information systems, Internet applications and development, software development and related fields. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	10
Health IT Security Consultant	Determines long-term systems security needs and hardware acquisitions requirements to accomplish the business objectives. Develops and implements security standards and procedures. Ensures that all applications are functional and secure. Coordinates, plans, and implements an organization's Health IT computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction, or disclosure. Reviews violations of computer security procedures to eliminate violations. Utilizes knowledge of theory, principles, or technology of specific discipline or field of specialization.	Bachelors	8
Health IT Services Manager	Manages and coordinates activities of a small staff engaged in computer operations, computer systems, computer programming and company's Health IT network to ensure effective computer resources are provided to users. Analyzes performance indicators such as number of transactions per second, response time, and number of programs being processed to ensure system is operating efficiently. Studies problems and capabilities, and develops solutions for improved operating procedures, alternate processing methods, communications, information flow, management reporting and operational efficiency.	Bachelors	7
Health IT Medical Consultant 1	A Health IT Medical Consultant 2 must have experience and deep knowledge of one or more healthcare disciplines and be able to conduct research on special areas. Must have experience with proposing new solutions to problems in the areas of their expertise. Must be able to work and analyze both independently and as part of a team. Considered an advisor to the team. May require licensure or degree in medicine.	Bachelors	0

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
Health IT Medical Consultant 2	A Health IT Medical Consultant 2 must have experience and deep knowledge of one or more healthcare disciplines and be able to conduct research on special areas. Must have experience with proposing new solutions to problems in the areas of their expertise. Must be able to work and analyze both independently and as part of a team. Considered an advisor to the team. May require licensure or degree in medicine.	Bachelors	3
Health IT Medical Consultant 3	A Health IT Medical Consultant 3 must have experience and deep knowledge of one or more healthcare disciplines and be able to conduct research on special areas. Must have experience with proposing new solutions to problems in the areas of their expertise. Must be able to work and analyze both independently and as part of a team. Considered an expert advisor to the team. May require licensure or degree in medicine.	Bachelors	6
Health IT Network/Telecommunications Analyst	A Network/Telecommunications Analyst will coordinate with all network users and sites, will provide troubleshooting and general administration, in the administration of the Health IT network. They will evaluate hardware and software and resolve LAN/MAN/WAN network related problems. Provide technical leadership in the implementation of complex large scale computer integrated networks.	Bachelors	3
Health IT Network/Telecommunications Engineer 1	A Health IT Network/Telecommunications Engineer 1 is responsible for local and wide area Health IT network systems, including planning, designing, monitoring, evaluating, selecting operating systems and protocol suites. Supports, installs, maintains and troubleshoots all local area and wide area networking devices and related software. Resolves interoperability problems to obtain operations across all platforms and may include networking devices, e-mail, files transfer, multimedia, Telecommunications, hardware and software. Provides batch monitoring, back-up and restoration. The duties of this position can be broad and may include such tasks as installing new workstations and/or servers, adding and removing individuals from the list of authorized users, archiving files, overseeing password protection and other security measures and monitoring usage of shared resources. Configures systems to user environments. Supports acquisition of hardware and software.	Bachelors	0
Health IT Network/Telecommunications Engineer 2	A Health IT Network/Telecommunications Engineer 2 plans, supports and evaluates complex existing Health IT network systems and make recommendations for resources required to maintain and/or expand service levels. Assists in network planning, engineering and architecture. May assist or lead in the development of technical standards and interface applications; identifies and evaluates new products; provide solutions for	Bachelors	3

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	network problems. Interfaces with internal/external customers and vendors to determine system needs. Provide monthly metrics for network availability and bandwidth usage as well as other metrics as requested. Responsible for network capacity planning. Monitor and maintain network interfaces to ensure its highest level of performance and makes modifications and enhancements as needed. Responsible for documenting procedures and keeping network diagrams and related material up to date. May handle escalated user problems, questions, and request on network issues. Work with other groups within IS to resolve network related issues as needed. May lead and direct work of other Network Engineers.		
Health IT Network/Telecommunications Engineer 3	A Health IT Network/Telecommunications Engineer 3 plans, supports and evaluates complex existing Health IT network systems and make recommendations for resources required to maintain and/or expand service levels. This resource will provide highly skilled technical assistance in network planning, engineering and architecture. Also provides and develops technical standards and interface applications; identifies and evaluates new products; provide solutions for network problems. Interfaces with internal/external customers and vendors to determine system needs. Plans and incorporates how new network resources and applications will exist on the network. Provide monthly metrics for network availability and bandwidth usage as well as other metrics as requested. Responsible for network capacity planning. Use network management tools to discover, map and maintain the network. Responsible for network equipment OS and version upgrades. Responsible for conducting research of new technologies and implementation strategies. Monitor and maintain network interfaces to ensure its highest level of performance and makes modifications and enhancements as needed. Responsible for documenting procedures and keeping network diagrams and related material up to date. Handle escalated user problems, questions, and request on network issues. Work with other groups within IS to resolve network related issues as needed. Leads and directs work of other Network Engineers.	Bachelors	6
Health IT Program Manager 1	Manages the Program/Project Management Office (PMO) by driving program and project management best practices, policies, procedures and processes. Tracks the status of all projects and manages escalations, project budgets and reporting. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	4

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
Health IT Program Manager 2	Manages the Program/Project Management Office (PMO) by driving program and project management best practices, policies, procedures and processes. Tracks the status of all projects and manages escalations, project budgets and reporting. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	7
Health IT Program Manager 3	Manages the Program/Project Management Office (PMO) by driving program and project management best practices, policies, procedures and processes. Tracks the status of all projects and manages escalations, project budgets and reporting. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	10
Health IT Programmer Analyst 1	Analyzes and critiques Health IT computer programs and systems and develops new programs. Reviews users requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system and computer capabilities. Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Health IT Programmer Analyst 2	Analyzes and critiques Health IT computer programs and systems and develops new programs. Reviews users requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system and computer capabilities. Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT Programmer Analyst 3	Analyzes and critiques Health IT computer programs and systems and develops new programs. Reviews users requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system and computer capabilities. Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	6

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
Health IT Project Coordinator	A Health IT Project Coordinator keeps track of Health IT project and task order schedules and budgets. Compiles project status reports, coordinates project schedules, manages project meetings. May identify and resolve technical problems. May assign resources to tasks and ensure resources are utilized properly. Gathers details and compiles data to estimate all costs according to requirements and delivery timeline. Forecasts and budgets project costs and identifies overruns and potential schedule changes. Makes recommendations to reduce risk. Helps determine necessary resources for projects based on cost estimates and budgetary constraints.	Bachelors	3
Health IT Project Manager 1	Manages, plans and coordinates activities of Health IT projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. Establishes work plan and multi-disciplinary staffing for each phase of project and arranges for recruitment or assignment of project personnel. Identifies functional and cross-functional requirements and resources required for each task. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Health IT Project Manager 2	Manages, plans and coordinates activities of Health IT projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. Establishes work plan and multi-disciplinary staffing for each phase of project and arranges for recruitment or assignment of project personnel. Identifies functional and cross-functional requirements and resources required for each task. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT Project Manager 3	Manages, plans and coordinates activities of Health IT projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. Establishes work plan and multi-disciplinary	Bachelors	6

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	staffing for each phase of project and arranges for recruitment or assignment of project personnel. Identifies functional and cross-functional requirements and resources required for each task. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.		
Health IT Quality Assurance Analyst 1	Programs, analyzes and runs tests on new or modified Health IT software programs, including documentation, diagram, flowchart and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines. Runs in-depth testing, detects problems, recommends solutions and determines if program requirements have been met. Recommends program improvements or corrections to programmers. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Health IT Quality Assurance Analyst 2	Manages, plans, coordinates, and heads the quality control program for Health IT services designed to ensure continuous production/service consistent with established standards. Oversees the development and analysis of statistical data and specifications to determine present standards and establish proposed quality and reliability expectancy. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT Quality Assurance Analyst 3	Manages, plans, coordinates, and heads the quality control program for Health IT services designed to ensure continuous production/service consistent with established standards. Oversees the development and analysis of statistical data and specifications to determine present standards and establish proposed quality and reliability expectancy. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Health IT Quality Assurance Manager	A Health IT Quality Assurance Manager will have demonstrated experience and ability to supervise or lead a team of Health IT Quality Assurance (QA) specialists in applying quality control/QA management procedures, to include implementing a program of reporting, tracking and analyzing key metrics; monitoring quality procedures; and participating in software reviews and testing. Must be able to interpret and apply Government regulations, manuals, and standards relating to QA. Ability to determine the resources required for quality control. Ability to maintain the level of quality throughout the software and system life cycle. May develop and	Bachelors	6

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	implement plans for overall quality of IT products, services, and systems. Conducts formal and informal reviews at predetermined points throughout tile development life cycle. Independently develops and implements a complex program of reporting, tracking, and analyzing key performance-based system metrics. Monitors quality procedures, evaluates system quality and efficiency, and may include Quality Assurance Team supervision.		
Health IT Release Manager	A Health IT Release Manager is responsible for Health IT software builds and releases. Responsible for the design and development of builds, scripts, installation procedures, and systems including source code control and issue tracking. Works closely with a quality assurance team to ensure final version is up to organizational standards.	Bachelors	3
Health IT System Administrator 1	Administers, develops, runs tests on, implements and maintains Health IT operating system and related software. Establishes and implements standards for computer operations for compatibility between hardware and software, according to specifications and parameters. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Health IT System Administrator 2	Administers, develops, runs tests on, implements and maintains Health IT operating system and related software. Establishes and implements standards for computer operations for compatibility between hardware and software, according to specifications and parameters. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT System Administrator 3	Administers, develops, runs tests on, implements and maintains Health IT operating system and related software. Establishes and implements standards for computer operations for compatibility between hardware and software, according to specifications and parameters. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 2 performs more varied and difficult tasks compared to Level 1 yet	Bachelors	6

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.		
Health IT System Analyst 1	Analyzes and solves Health IT computer problems and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures and problems to automate processing or to improve existing computer system. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Health IT System Analyst 2	Analyzes and solves Health IT computer problems and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures and problems to automate processing or to improve existing computer system. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT System Analyst 3	Analyzes and solves Health IT computer problems and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures and problems to automate processing or to improve existing computer system. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Health IT System Architect	A Health IT System Architect understands the relationship between Health IT applications, operating systems, hardware and software. Must have experience in creating a network architecture that takes all factors of a network into consideration such as functional requirements, technical considerations, business processes and end users.	Bachelors	5
Health IT Systems/Software Architect	Responsible for initial design and development of new Health IT software or extensive software revisions. Defines product requirements and creates high-level	Bachelors	7

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	architectural specifications, ensuring feasibility, functionality, and integration with existing systems/platforms. Designs, develops, and implements infrastructure to provide highly-complex, reliable, and scalable database to meet the organization's objectives and requirements. Analyzes organization's business requirements for database design and executes changes to database as required. Demonstrates expertise in a variety of the field's concepts, practices, and procedures.		
Health IT Technical Analysis Engineer 1	A Health IT Technical Analysis Engineer 1 provides technical expertise in Health IT design, architecture, development and administration. May evaluate components or systems to determine integration requirements and to ensure final solutions meet organizational needs. May lead implementation and maintenance of enterprise-wide system tools and ensures scalability. Ensures that the standards and procedures are followed during design, testing, implementation, and maintenance of information systems.	Bachelors	0
Health IT Technical Analysis Engineer 2	A Health IT Technical Analysis Engineer 2 provides technical expertise in Health IT design, architecture, development and administration. May evaluate components or systems to determine integration requirements and to ensure final solutions meet organizational needs. May lead implementation and maintenance of enterprise-wide system tools and ensures scalability. Ensures that the standards and procedures are followed during design, testing, implementation, and maintenance of information systems.	Bachelors	3
Health IT Technical Analysis Engineer 3	A Health IT Technical Analysis Engineer 2 provides technical expertise in Health IT design, architecture, development and administration. May evaluate components or systems to determine integration requirements and to ensure final solutions meet organizational needs. May lead implementation and maintenance of enterprise-wide system tools and ensures scalability. Ensures that the standards and procedures are followed during design, testing, implementation, and maintenance of information systems.	Bachelors	6
Health IT Technical Writer 1	Writes and updates material for Health IT reports, manuals, briefs, proposals, instruction books, catalogs and related technical and administrative publications concerned with work methods and procedures, installation, operation and maintenance. Acquires assignments from supervisor. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
Health IT Technical Writer 2	Writes and updates material for Health IT reports, manuals, briefs, proposals, instruction books, catalogs and related technical and administrative publications concerned with work methods and procedures, installation, operation and maintenance. Acquires assignments from supervisor. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT Technical Writer 3	Writes and updates material for Health IT reports, manuals, briefs, proposals, instruction books, catalogs and related technical and administrative publications concerned with work methods and procedures, installation, operation and maintenance. Acquires assignments from supervisor. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6
Health IT Training Specialist 1	Develops and trains employees or customers of industrial or commercial establishment in Health IT installation, programming, safety, maintenance and repair of machinery and equipment, such as robots, programmable controllers, and robot controllers, following manuals, specifications, blueprints and schematics using hand tools, measuring instruments and testing equipment. Confers with management and staff or technical training coordinator to determine training objectives. Writes training program and designs laboratory exercises. Level 1 performs more routine aspects of the position and is supervised by higher levels.	High School	0
Health IT Training Specialist 2	Manages the activities related to various Health IT training and educational programs for an organization. Assesses and identifies individual group training needs and administers plans, procedures and programs to meet these training needs. Prepares a variety of training aids and materials and assesses training packages, including outline, text and handouts written by instructors. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT Training Specialist 3	Manages the activities related to various Health IT training and educational programs for an organization. Assesses and identifies individual group training needs and administers plans, procedures and programs to meet these training needs. Prepares a variety of training aids and materials and assesses training packages, including outline, text and handouts written by instructors. Level 3	Bachelors	6

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.		
Health IT Web Developer 1	Develops and oversees Health IT website design and creation. Plans, designs, evaluates, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Applies knowledge of programming techniques and computer internet systems. Level 1 performs more routine aspects of the position and is supervised by higher levels.	Bachelors	0
Health IT Web Developer 2	Develops and oversees Health IT website design and creation. Plans, designs, evaluates, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Applies knowledge of programming techniques and computer internet systems. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.	Bachelors	3
Health IT Web Developer 3	Develops and oversees Health IT website design and creation. Plans, designs, evaluates, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Applies knowledge of programming techniques and computer internet systems. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	Bachelors	6

HEALTH INFORMATION TECHNOLOGY (IT) SERVICES – SIN 54151HEAL

Pricing: Prices effective on Date of Award and are subject to revision at the time each option year is exercised. Forward pricing rates reflect agreed upon escalation rate of 3% to be applied annually upon date of award.

Labor Category Name	Option Period 1				
	Year 6 1/1/23 - 8/8/23	Year 7 8/9/23 - 8/8/24	Year 8 8/9/24 - 8/8/25	Year 9 8/9/25 - 8/8/26	Year 10 8/9/26 - 8/8/27
Health IT Business Analyst 1	\$75.28	\$77.54	\$79.86	\$82.26	\$84.73
Health IT Business Analyst 2	\$92.37	\$95.14	\$98.00	\$100.94	\$103.97
Health IT Business Analyst 3	\$126.34	\$130.13	\$134.03	\$138.06	\$142.20
Health IT Business Systems Analyst 1	\$73.53	\$75.74	\$78.01	\$80.35	\$82.76
Health IT Business Systems Analyst 2	\$88.54	\$91.20	\$93.93	\$96.75	\$99.65
Health IT Business Systems Analyst 3	\$124.76	\$128.50	\$132.36	\$136.33	\$140.42
Health IT Computer Programmer 1	\$84.25	\$86.78	\$89.38	\$92.06	\$94.82
Health IT Computer Programmer 2	\$114.22	\$117.65	\$121.18	\$124.81	\$128.55
Health IT Computer Programmer 3	\$150.00	\$154.50	\$159.14	\$163.91	\$168.83
Health IT Computer Security Specialist 1	\$75.21	\$77.47	\$79.79	\$82.18	\$84.65
Health IT Computer Security Specialist 2	\$99.54	\$102.53	\$105.60	\$108.77	\$112.03
Health IT Computer Security Specialist 3	\$131.02	\$134.95	\$139.00	\$143.17	\$147.47
Health IT Computer Systems Analyst 1	\$70.75	\$72.87	\$75.06	\$77.31	\$79.63
Health IT Computer Systems Analyst 2	\$93.90	\$96.72	\$99.62	\$102.61	\$105.69
Health IT Computer Systems Analyst 3	\$125.50	\$129.27	\$133.14	\$137.14	\$141.25
Health IT Configuration Analyst	\$69.38	\$71.46	\$73.61	\$75.81	\$78.08
Health IT Configuration Manager	\$105.71	\$108.88	\$112.15	\$115.51	\$118.98
Health IT Cyber Security Engineer	\$117.00	\$120.51	\$124.13	\$127.85	\$131.69
Health IT Cyber Security Specialist, Senior	\$145.10	\$149.45	\$153.94	\$158.55	\$163.31
Health IT Database Administrator (DBA) 1	\$83.23	\$85.73	\$88.30	\$90.95	\$93.68
Health IT Database Administrator (DBA) 2	\$115.64	\$119.11	\$122.68	\$126.36	\$130.15
Health IT Database Administrator (DBA) 3	\$143.00	\$147.29	\$151.71	\$156.26	\$160.95
Health IT Database Analyst 1	\$86.42	\$89.01	\$91.68	\$94.43	\$97.26
Health IT Database Analyst 2	\$97.86	\$100.80	\$103.82	\$106.93	\$110.14
Health IT Database Analyst 3	\$134.61	\$138.65	\$142.81	\$147.09	\$151.50
Health IT Help Desk Analyst 1	\$58.19	\$59.94	\$61.73	\$63.59	\$65.50
Health IT Help Desk Analyst 2	\$81.01	\$83.44	\$85.94	\$88.52	\$91.18
Health IT Help Desk Analyst 3	\$109.48	\$112.76	\$116.15	\$119.63	\$123.22
Health IT Consultant 1	\$123.37	\$127.07	\$130.88	\$134.81	\$138.85

	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
Labor Category Name	1/1/23 - 8/8/23	8/9/23 - 8/8/24	8/9/24 - 8/8/25	8/9/25 - 8/8/26	8/9/26 - 8/8/27
Health IT Consultant 2	\$139.00	\$143.17	\$147.47	\$151.89	\$156.45
Health IT Consultant 3	\$161.00	\$165.83	\$170.80	\$175.93	\$181.21
Health IT Security Consultant	\$168.00	\$173.04	\$178.23	\$183.58	\$189.09
Health IT Services Manager	\$156.14	\$160.82	\$165.65	\$170.62	\$175.74
Health IT Medical Consultant 1	\$120.10	\$123.70	\$127.41	\$131.24	\$135.18
Health IT Medical Consultant 2	\$171.07	\$176.20	\$181.49	\$186.93	\$192.54
Health IT Medical Consultant 3	\$292.32	\$301.09	\$310.12	\$319.43	\$329.01
Health IT Network/Telecommunications Analyst	\$96.90	\$99.81	\$102.80	\$105.89	\$109.07
Health IT Network/Telecommunications Engineer 1	\$91.05	\$93.78	\$96.59	\$99.49	\$102.47
Health IT Network/Telecommunications Engineer 2	\$101.38	\$104.42	\$107.55	\$110.78	\$114.10
Health IT Network/Telecommunications Engineer 3	\$130.00	\$133.90	\$137.92	\$142.05	\$146.31
Health IT Program Manager 1	\$142.50	\$146.78	\$151.18	\$155.71	\$160.38
Health IT Program Manager 2	\$154.00	\$158.62	\$163.38	\$168.28	\$173.33
Health IT Program Manager 3	\$185.44	\$191.00	\$196.73	\$202.64	\$208.72
Health IT Programmer Analyst 1	\$95.12	\$97.97	\$100.91	\$103.94	\$107.06
Health IT Programmer Analyst 2	\$95.43	\$98.29	\$101.24	\$104.28	\$107.41
Health IT Programmer Analyst 3	\$120.00	\$123.60	\$127.31	\$131.13	\$135.06
Health IT Project Coordinator	\$82.41	\$84.88	\$87.43	\$90.05	\$92.75
Health IT Project Manager 1	\$128.03	\$131.87	\$135.83	\$139.90	\$144.10
Health IT Project Manager 2	\$146.25	\$150.64	\$155.16	\$159.81	\$164.60
Health IT Project Manager 3	\$158.00	\$162.74	\$167.62	\$172.65	\$177.83
Health IT Quality Assurance Analyst 1	\$75.94	\$78.22	\$80.56	\$82.98	\$85.47
Health IT Quality Assurance Analyst 2	\$93.00	\$95.79	\$98.66	\$101.62	\$104.67
Health IT Quality Assurance Analyst 3	\$115.41	\$118.87	\$122.44	\$126.11	\$129.89
Health IT Quality Assurance Manager	\$128.43	\$132.28	\$136.25	\$140.34	\$144.55
Health IT Release Manager	\$104.17	\$107.30	\$110.51	\$113.83	\$117.24
Health IT System Administrator 1	\$72.00	\$74.16	\$76.38	\$78.68	\$81.04
Health IT System Administrator 2	\$99.03	\$102.00	\$105.06	\$108.21	\$111.46
Health IT System Administrator 3	\$117.50	\$121.03	\$124.66	\$128.40	\$132.25
Health IT System Analyst 1	\$86.70	\$89.30	\$91.98	\$94.74	\$97.58
Health IT System Analyst 2	\$99.24	\$102.22	\$105.28	\$108.44	\$111.69

	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
Labor Category Name	1/1/23 - 8/8/23	8/9/23 - 8/8/24	8/9/24 - 8/8/25	8/9/25 - 8/8/26	8/9/26 - 8/8/27
Health IT System Analyst 3	\$109.00	\$112.27	\$115.64	\$119.11	\$122.68
Health IT System Architect	\$120.00	\$123.60	\$127.31	\$131.13	\$135.06
Health IT Systems/Software Architect	\$158.00	\$162.74	\$167.62	\$172.65	\$177.83
Health IT Technical Analysis Engineer 1	\$68.14	\$70.18	\$72.29	\$74.46	\$76.69
Health IT Technical Analysis Engineer 2	\$86.85	\$89.46	\$92.14	\$94.90	\$97.75
Health IT Technical Analysis Engineer 3	\$118.79	\$122.35	\$126.02	\$129.81	\$133.70
Health IT Technical Writer 1	\$71.93	\$74.09	\$76.31	\$78.60	\$80.96
Health IT Technical Writer 2	\$81.00	\$83.43	\$85.93	\$88.51	\$91.17
Health IT Technical Writer 3	\$100.00	\$103.00	\$106.09	\$109.27	\$112.55
Health IT Training Specialist 1	\$71.62	\$73.77	\$75.98	\$78.26	\$80.61
Health IT Training Specialist 2	\$70.00	\$72.10	\$74.26	\$76.49	\$78.78
Health IT Training Specialist 3	\$78.00	\$80.34	\$82.75	\$85.23	\$87.79
Health IT Web Developer 1	\$78.85	\$81.22	\$83.65	\$86.16	\$88.74
Health IT Web Developer 2	\$101.00	\$104.03	\$107.15	\$110.37	\$113.68
Health IT Web Developer 3	\$119.00	\$122.57	\$126.25	\$130.03	\$133.93

LABOR CATEGORY DESCRIPTIONS – IDENTITY, CREDENTIALING AND ACCESS MANAGEMENT – SIN 541519ICAM

Where applicable:

- Level 1: performs more routine aspects of the position and is supervised by higher levels.
- Level 2: performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.
- Level 3: competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.
- For all categories, a Master's degree may be substituted for Two years of experience.
- For all categories, a Doctoral degree may be substituted for an additional Two years of experience.
- For all categories, two additional years of directly related job experience may be substituted for each year of college not attended.
- Experience in general must be professional, and job related, though it need not be in the specific area to be the employee's responsibility. Additional experience to be substituted for education must be in the area of the individual's assigned project responsibility.

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
IAM Business Process Analyst Level 1	Functional Responsibility: Responsible for Identity and Access Management services to include process analysis for Identity Access Management (IAM) products and solutions. Experience in implementing and maintaining IAM programs, including operational activities, identity enforcement, and access governance. Responsible for the analysis, design, implementation, and maintenance of all layers of IAM applications. Directly contribute to the overall enterprise IAM architecture and the delivery of the security vision and strategy. Experience analyzing business processes within IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification	Bachelors	0
IAM Business Process Analyst Level 2	Functional Responsibility: Responsible for Identity and Access Management services to include process analysis for Identity Access Management (IAM) products and solutions. Experience in implementing and maintaining IAM programs, including operational activities, identity enforcement, and access governance. Responsible for the analysis, design, implementation, and maintenance of all layers of IAM applications. Directly contribute to the overall enterprise IAM architecture and the delivery of the	Bachelors	3

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	security vision and strategy. Experience analyzing business processes within IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification		
IAM Business Process Analyst Level 3	Functional Responsibility: Responsible for Identity and Access Management services to include process analysis for Identity Access Management (IAM) products and solutions. Experience in implementing and maintaining IAM programs, including operational activities, identity enforcement, and access governance. Responsible for the analysis, design, implementation, and maintenance of all layers of IAM applications. Directly contribute to the overall enterprise IAM architecture and the delivery of the security vision and strategy. Experience analyzing business processes within IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification	Bachelors	6
IAM Configuration Analyst 1	Functional Responsibility: Responsible for Identity and Access Management services to include configuration requirements for Identity Access Management (IAM) products and solutions. Page 37 Responsible for analyzing configuration requirements for IAM solution deployments. Requires a strong understanding of IAM principles, controls, and products. Experience configuring IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.	Bachelors	0
IAM Configuration Analyst 2	Functional Responsibility: Responsible for Identity and Access Management services to include configuration requirements for Identity Access Management (IAM) products and solutions. Page 37 Responsible for analyzing configuration requirements for IAM solution deployments. Requires a strong understanding of IAM principles, controls, and products. Experience configuring IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.	Bachelors	3

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
IAM Configuration Analyst 3	Functional Responsibility: Responsible for Identity and Access Management services to include configuration requirements for Identity Access Management (IAM) products and solutions. Page 37 Responsible for analyzing configuration requirements for IAM solution deployments. Requires a strong understanding of IAM principles, controls, and products. Experience configuring IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.	Bachelors	6
IAM Database Engineer	Functional Responsibility: Responsible for managing Identity and Access Management (IAM) Database solutions. Develops solutions that meet client requirements and are secure, high performing and fault-tolerant. Develops solutions that are compliant with governing IAM policies and standards. Requires experience with working in IAM-related development teams. Requires experience with IAM focused software development lifecycle (SDLC). Requires experience with SQL Stored Procedures and SQL scripting. Requires ability to effectively communicate with governance bodies and leadership across key business partners and stakeholders. Requires experience integrating industry leading IAM solutions including CA Identity Manager, HID ActivClient Card Management System, SailPoint, and Oracle Identity Manager. Requires experience with the following technologies: Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and Web Services (SOAP/REST).	Bachelors	6
IAM Developer Level 1	Functional Responsibility: Responsible for Identity and Access Management services to include development for Identity Access Management (IAM) solutions. Participates in the development, integration and operations support of an enterprise-level IAM systems. Learns IAM concepts and works closely with other team members to assist with IAM development tasks. Knowledge developing solutions for IAM products including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.	Bachelors	0
IAM Developer Level 2	Functional Responsibility: Responsible for Identity and Access Management services to include development for Identity Access Management (IAM) solutions. Participates in the development, Page 38 integration and operations support of an enterprise-level IAM	Bachelors	3

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	systems. Has a deep understanding of IAM concepts and works closely with other team members to complete IAM development tasks. Experience developing solutions for IAM products including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.		
IAM Developer Level 3	Functional Responsibility: Responsible for Identity and Access Management services to include development for Identity Access Management (IAM) solutions. Develop and lead enhancements, fixes or implementation of new IAM technologies in support of IAM platforms to ensure they meet IAM requirements, policies, and standards. Requires extensive background and experience in software development as well as an ability to lead a team and ensure appropriate visibility, communication, and governance across key business partners and stakeholders. Experience leading the development of solutions for IAM products including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WSFederation specification	Bachelors	6
IAM Program Manager Level 1	Functional Responsibility: Serves a Program Manager for Identity and Access Management services to support for Identity Access Management (IAM) products and solutions. Responsible for the coordination and implementation of Identity and Access Management initiatives, projects and resources across the enterprise. The IAM Program Manager is also responsible for the continued development of the IAM program roadmap and metrics. Requires a strategic thinker with strong collaboration skills, strong project/program management skills, and familiarity with implementing IAM solutions in a regulated business environment. The IAM Program Manager must be highly knowledgeable about the business and technical infrastructure environment and must ensure that information systems are proactively deployed in a fully functional, compliant mode. Experience providing program level oversight for IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.	Bachelors	4

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
IAM Program Manager Level 2	Serves a Program Manager for Identity and Access Management services to support for Identity Access Management (IAM) products and solutions. Responsible for the coordination and implementation of Identity and Access Management initiatives, projects and resources across the enterprise. The IAM Program Manager is also responsible for the continued development of the IAM program roadmap and metrics. Requires a strategic thinker with strong collaboration skills, strong project/program management skills, and familiarity with implementing IAM solutions in a regulated business environment. The IAM Program Manager must be highly knowledgeable about the business and technical infrastructure environment and must ensure that information systems are proactively deployed in a fully functional, compliant mode. Experience providing program level oversight for IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification	Bachelors	7
IAM Program Manager Level 3	Functional Responsibility: Serves a Program Manager for Identity and Access Management services to support for Identity Access Management (IAM) products and solutions. Responsible for the coordination and implementation of Identity and Access Management initiatives, projects and resources across the enterprise. The IAM Program Manager is also responsible for the continued development of the IAM program roadmap and metrics. Requires a strategic thinker with strong collaboration skills, strong project/program management skills, and familiarity with implementing IAM solutions in a regulated business environment. The IAM Program Manager must be highly knowledgeable about the business and technical infrastructure environment and must ensure that information systems are proactively deployed in a fully functional, compliant mode. Experience providing program level oversight for IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.	Bachelors	10
IAM Project Manager Level 1	Functional Responsibility: Serves a Project Manager for Identity and Access Management services to support for Identity Access Management (IAM) products and solutions. Responsible for the oversight	Bachelors	0

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	of IAM services including business processes, policies, data governance, and supporting technologies that enable appropriate and timely creation, maintenance and use of digital identities and associated entitlements. The IAM Project Manager will provide support and oversight for activities of IAM-related projects and initiatives to ensure coordination of efforts, appropriate integration, and alignment of timelines and deliverables for product/service implementations and enhancements. Experience providing project level support for IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.		
IAM Project Manager Level 2	Functional Responsibility: Serves a Project Manager for Identity and Access Management services to support for Identity Access Management (IAM) products and solutions. Responsible for the oversight of IAM services including business processes, policies, data governance, and supporting technologies that enable appropriate and timely creation, maintenance and use of digital identities and associated entitlements. The IAM Project Manager will provide support and oversight for activities of IAM-related projects and initiatives to ensure coordination of efforts, appropriate integration, and alignment of timelines and deliverables for product/service implementations and enhancements. Experience providing project level support for IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.	Bachelors	3
IAM Project Manager Level 3	Functional Responsibility: Serves a Project Manager for Identity and Access Management services to support for Identity Access Management (IAM) products and solutions. Responsible for the oversight of IAM services including business processes, policies, data governance, and supporting technologies that enable appropriate and timely creation, maintenance and use of digital identities and associated entitlements. The IAM Project Manager will provide support and oversight for activities of IAM-related projects and initiatives to ensure coordination of efforts, appropriate integration, and alignment of timelines and deliverables for product/service implementations and enhancements. Experience providing project level support for IAM products and	Bachelors	6

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.		
IAM Security Analyst	Functional Responsibility: Serves a security analyst for Identity and Access Management services to support for Identity Access Management (IAM) products and solutions. Responsible for implementing IAM Access Certification framework across enterprise IAM applications. Ensures that IAM access certification framework processes are managed and measured, providing Page 41 evidence for audit obligation and risk mitigation. Lead compliance and audit program and provide security guidance to IAM team members. Contribute directly to the development of IAM strategy, policy, standards, controls, and procedures. Oversee IAM audit responses for completeness and accuracy. Collaborate with team members to assess IAM related risks and remediation requirements. Experience providing cyber security support for IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.	Bachelors	0
IAM Subject Matter Expert	Serves as the Subject Matter Expert for Identity and Access Management services to support for Identity Access Management (IAM) products and solutions. Drives the strategic and operational direction for IAM solutions. Responsible for working with and guiding the team during the design, implementation, testing and operations of IAM tools. Ensure that IAM services are secure, available, efficient, and meet defined service levels. Subject Matter Expert for IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.	Bachelors	4
IAM Systems Engineer Level 1	Functional Responsibility: Responsible for Identity and Access Management System Engineering services to support Identity Access Management (IAM) products and solutions. Work with technical peers in their immediate group and across the enterprise IAM systems to execute system changes, and will implement IAM customizations to enhance system functionality, efficiency, high availability and security. Assist in supporting and optimizing IAM systems and	Bachelors	0

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	infrastructure to ensure the integrity and availability of authentication, authorization, web application, user data and LDAP-related services. Provide technical support in answering requests, resolving incidents, integrating applications, and maintaining systems. Must work effectively with technical team members to achieve the stated IAM goals and objectives. Experience providing System Engineering support for IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.		
IAM Systems Engineer Level 2	Functional Responsibility: Responsible for Identity and Access Management System Engineering services to support Identity Access Management (IAM) products and solutions. Work with technical peers in their immediate group and across the enterprise IAM systems to execute system changes, and will implement IAM customizations to enhance system functionality, efficiency, high availability and security. Provide expertise in supporting and optimizing IAM systems and infrastructure to ensure the integrity and availability of authentication, authorization, web application, user data and LDAP-related services. Provide technical guidance and expertise in answering requests, resolving incidents, integrating applications, and maintaining systems. Must work effectively with technical team members to achieve the stated IAM goals and objectives. Experience providing System Engineering support for IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.	Bachelors	5
IAM Systems Engineer Level 3	Functional Responsibility: Responsible for Identity and Access Management System Engineering services to support Identity Access Management (IAM) products and solutions. Work with technical peers in their immediate group and across the enterprise IAM systems to execute system changes, and will implement IAM customizations to enhance system functionality, efficiency, high availability and security. Lead other System Engineers in supporting and optimizing IAM systems and infrastructure to ensure the integrity and availability of authentication, authorization, web application, user data and LDAP-related services. Provide technical guidance and	Bachelors	8

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	expertise in answering requests, resolving incidents, integrating applications, and maintaining systems. Must work effectively with technical team members to achieve the stated IAM goals and objectives. Experience providing System Engineering support for IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification.		
IAM Test Engineer	Responsible for Identity and Access Management services to include testing activities for Identity Access Management (IAM) products and solutions. Responsibility includes creating test plans and test cases, test-execution, and defect management in support of IAM integration and development activities. Experience testing IAM products and solutions including technologies such as CA Identity Manager, HID ActivClient Card Management System, SailPoint, Oracle Identity Manager, Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the WS-Federation specification	Bachelors	0

IDENTITY, CREDENTIALING AND ACCESS MANAGEMENT – SIN 541519ICAM

Pricing: Prices Effective on Date of Award and are subject to revision at the time each option year is exercised. Forward pricing rates reflect agreed upon escalation rate of 3% to be applied annually upon date of award.

Labor Category Name	Option Period 1				
	Year 6 1/1/23 - 8/8/23	Year 7 8/9/23 - 8/8/24	Year 8 8/9/24 - 8/8/25	Year 9 8/9/25 - 8/8/26	Year 10 8/9/26 - 8/8/27
IAM Business Process Analyst Level 1	\$80.00	\$82.40	\$84.87	\$87.42	\$90.04
IAM Business Process Analyst Level 2	\$89.00	\$91.67	\$94.42	\$97.25	\$100.17
IAM Business Process Analyst Level 3	\$113.00	\$116.39	\$119.88	\$123.48	\$127.18
IAM Configuration Analyst 1	\$62.51	\$64.39	\$66.32	\$68.31	\$70.36
IAM Configuration Analyst 2	\$72.97	\$75.16	\$77.41	\$79.74	\$82.13
IAM Configuration Analyst 3	\$87.26	\$89.88	\$92.57	\$95.35	\$98.21
IAM Database Engineer	\$119.70	\$123.29	\$126.99	\$130.80	\$134.72
IAM Developer Level 1	\$71.00	\$73.13	\$75.32	\$77.58	\$79.91
IAM Developer Level 2	\$90.00	\$92.70	\$95.48	\$98.35	\$101.30
IAM Developer Level 3	\$126.00	\$129.78	\$133.67	\$137.68	\$141.81
IAM Program Manager Level 1	\$133.00	\$136.99	\$141.10	\$145.33	\$149.69
IAM Program Manager Level 2	\$145.00	\$149.35	\$153.83	\$158.45	\$163.20
IAM Program Manager Level 3	\$165.00	\$169.95	\$175.05	\$180.30	\$185.71
IAM Project Manager Level 1	\$115.00	\$118.45	\$122.00	\$125.66	\$129.43
IAM Project Manager Level 2	\$128.00	\$131.84	\$135.80	\$139.87	\$144.07
IAM Project Manager Level 3	\$148.00	\$152.44	\$157.01	\$161.72	\$166.57
IAM Security Analyst	\$123.00	\$126.69	\$130.49	\$134.41	\$138.44
IAM Subject Matter Expert	\$116.88	\$120.39	\$124.00	\$127.72	\$131.55
IAM Systems Engineer Level 1	\$85.00	\$87.55	\$90.18	\$92.88	\$95.67
IAM Systems Engineer Level 2	\$101.00	\$104.03	\$107.15	\$110.37	\$113.68
IAM Systems Engineer Level 3	\$115.00	\$118.45	\$122.00	\$125.66	\$129.43
IAM Test Engineer	\$85.99	\$88.57	\$91.23	\$93.96	\$96.78

LABOR CATEGORY DESCRIPTIONS – HIGHLY ADAPTIVE CYBERSECURITY SERVICES – SIN 54151HACS

Where applicable:

- Level 1: Performs more routine aspects of the position and is supervised by higher levels.
- Level 2: Performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.
- Level 3: Competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.
- Level 4: Possesses advanced expertise in subject matter and serves as a senior technical authority
- Level 5: Recognized as an expert or thought leader in the field
- For all categories, a Master's degree may be substituted for two years of experience.
- For all categories, a Doctoral degree may be substituted for an additional two years of experience.
- For all categories, two additional years of directly related job experience may be substituted for each year of college not attended.
- Experience in general must be professional, and job related, though it need not be in the specific area to be the employee's responsibility. Additional experience to be substituted for education must be in the area of the individual's assigned project responsibility.

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
Computer Forensics Analyst I	Performs forensic analysis on computer systems and servers. Investigates cybersecurity incidents using digital forensic techniques and tools. Collects, preserves, and analyzes digital evidence. Recovers emails, databases, and other potentially lost or compromised data. Documents and reports on findings, and recommends next steps. Occasionally directed in several aspects of the work. Gaining exposure to some of the complex tasks within the job function.	Bachelors	2
Computer Forensics Analyst II	Performs forensic analysis on computer systems and servers. Investigates cybersecurity incidents using digital forensic techniques and tools. Collects, preserves, and analyzes digital evidence. Recovers emails, databases, and other potentially lost or compromised data. Documents and reports on findings, and recommends next steps. Helps evaluate the organization's digital forensic tools and procedures and recommends potentially valuable changes. Work is generally independent and collaborative in nature. Contributes to moderately complex aspects of a project.	Bachelors	4

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
Computer Forensics Analyst III	Performs forensic analysis on computer systems and servers. Investigates cybersecurity incidents using digital forensic techniques and tools. Collects, preserves, and analyzes digital evidence. Recovers emails, databases, and other potentially lost or compromised data. Documents and reports on findings, and recommends next steps. Evaluates the organization's digital forensic tools and procedures and recommends and implements potentially valuable changes. Work is highly independent. May assume a team lead role for the work group. A specialist on complex technical and business matters.	Bachelors	7
Computer Forensics Analyst IV	Performs forensic analysis on computer systems and servers. Investigates cybersecurity incidents using digital forensic techniques and tools. Collects, preserves, and analyzes digital evidence. Recovers emails, databases, and other potentially lost or compromised data. Documents and reports on findings, and recommends next steps. Evaluates the organization's digital forensic tools and procedures and recommends and implements potentially valuable changes. Works autonomously. Goals are generally communicated in "solution" or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge.	Bachelors	10
Cyber Incident Response Specialist I	Investigates, reports, and responds to detected cyber incidents. Maintains system cybersecurity monitoring operations, and performs cyber incident triage to determine scope, urgency, and potential impact of the incident. Identifies the specific vulnerability and makes recommendations for remediation. Proactively searches for threats using a variety of Computer Network Defense (CND) tools, including intrusion detection system alerts, firewall and network traffic logs, and host system logs. Documents all activities that occurred during the incident using established methodologies and procedures. Conducts a root cause analysis for each incident to define follow-up action items and to make recommendations to stakeholders. Develops and maintains thorough, up-to-date knowledge of cybersecurity threats and incident response best practices. Work is closely managed. Works on projects/matters of limited complexity in a support role.	Bachelors	0
Cyber Incident Response Specialist II	Investigates, reports, and responds to detected cyber incidents. Maintains system cybersecurity monitoring operations, and performs cyber incident triage to determine scope, urgency, and potential impact of the	Bachelors	2

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	incident. Identifies the specific vulnerability and makes recommendations for remediation. Proactively searches for threats using a variety of Computer Network Defense (CND) tools, including intrusion detection system alerts, firewall and network traffic logs, and host system logs. Documents all activities that occurred during the incident using established methodologies and procedures. Conducts a root cause analysis for each incident to define follow-up action items and to make recommendations to stakeholders. Develops and maintains thorough, up-to-date knowledge of cybersecurity threats and incident response best practices. Occasionally directed in several aspects of the work. Gaining exposure to some of the complex tasks within the job function.		
Cyber Incident Response Specialist III	Investigates, reports, and responds to detected cyber incidents. Maintains system cybersecurity monitoring operations, and performs cyber incident triage to determine scope, urgency, and potential impact of the incident. Identifies the specific vulnerability and makes recommendations for remediation. Proactively searches for threats using a variety of Computer Network Defense (CND) tools, including intrusion detection system alerts, firewall and network traffic logs, and host system logs. Documents all activities that occurred during the incident using established methodologies and procedures. Conducts a root cause analysis for each incident to define follow-up action items and to make recommendations to stakeholders. Develops and maintains thorough, up-to-date knowledge of cybersecurity threats and incident response best practices. Work is generally independent and collaborative in nature. Contributes to moderately complex aspects of a project.	Bachelors	4
Cyber Incident Response Specialist IV	Investigates, reports, and responds to detected cyber incidents. Maintains system cybersecurity monitoring operations, and performs cyber incident triage to determine scope, urgency, and potential impact of the incident. Identifies the specific vulnerability and makes recommendations for remediation. Proactively searches for threats using a variety of Computer Network Defense (CND) tools, including intrusion detection system alerts, firewall and network traffic logs, and host system logs. Documents all activities that occurred during the incident using established methodologies and procedures. Conducts a root cause analysis for each incident to define follow-up action items and to make recommendations to stakeholders. Develops and maintains thorough, up-to-date knowledge of cybersecurity threats and	Bachelors	7

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	incident response best practices. Work is highly independent. May assume a team lead role for the work group. A specialist on complex technical and business matters.		
Cyber Incident Response Specialist V	Investigates, reports, and responds to detected cyber incidents. Maintains system cybersecurity monitoring operations, and performs cyber incident triage to determine scope, urgency, and potential impact of the incident. Identifies the specific vulnerability and makes recommendations for remediation. Proactively searches for threats using a variety of Computer Network Defense (CND) tools, including intrusion detection system alerts, firewall and network traffic logs, and host system logs. Documents all activities that occurred during the incident using established methodologies and procedures. Conducts a root cause analysis for each incident to define follow-up action items and to make recommendations to stakeholders. Develops and maintains thorough, up-to-date knowledge of cybersecurity threats and incident response best practices. Works autonomously. Goals are generally communicated in "solution" or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge.	Bachelors	10
Cyber Incident Response Manager	Manages the team responsible for investigating and responding to cyber incidents. Administers all aspects of technical incident response from initiation to conclusion. Assesses the nature of the incident and determines what resources are needed to resolve the situation. Manages and coordinates all efforts to contain and resolve the incident. Reviews reports and other documentation to make recommendations on improvements to eliminate risks. Ensures established policies, procedures, and methodologies are being followed. Collaborates with stakeholders to establish and ensure consistent response practices and prioritization of security events. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. 1 - 3 years supervisory experience may be required. Extensive knowledge of the function and department processes.	Bachelors	5

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
Cyber Incident Response Senior Manager	Oversees the team responsible for analyzing and responding to cyber incidents. Administers all aspects of technical incident response from initiation to conclusion. Assesses the nature of the incident and determines what resources are needed to resolve the situation. Manages and coordinates all efforts to contain and resolve the incident. Reviews reports and other documentation to recommend improvements to eliminate risks. Ensures established policies, procedures, and methodologies are being followed. Collaborates with stakeholders to establish and ensure consistent response practices and prioritization of security events. Typically manages through subordinate managers and professionals in larger groups of moderate complexity. Provides input to strategic decisions that affect the functional area of responsibility. May give input into developing the budget. Typically requires 3+ years of managerial experience. Capable of resolving escalated issues arising from operations and requiring coordination with other departments.	Bachelors	10
Cyber Infrastructure Security Manager	Responsible for designing, implementing, and maintaining security measures to support the information and data security needs of the company's Web presence. Researches and evaluates new or improved security measures to implement for Web systems' security. Typically manages through subordinate managers and professionals in larger groups of moderate complexity. Provides input to strategic decisions that affect the functional area of responsibility. May give input into developing the budget. Typically requires 3+ years of managerial experience. Capable of resolving escalated issues arising from operations and requiring coordination with other departments.	Bachelors	5
Cyber Security Architect I	Plans and designs security solutions and capabilities that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities. Defines and develops security requirements using risk assessments, threat modeling, testing, and analysis of existing systems. Develops security integration plans to protect existing infrastructure and to incorporate future solutions. Creates action plans for policy creation and governance, system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats. Utilizes security information and event management (SEIM), data loss prevention (DLP), intrusion prevention systems (IPS), and other tools in action plan designs. Reviews current architectures and systems to ensure consistency and	Bachelors	2

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	compliance with the organization's guidelines, policies, and standards. Keeps abreast of the latest cyber threat information. Occasionally directed in several aspects of the work. Gaining exposure to some of the complex tasks within the job function.		
Cyber Security Architect II	Plans and designs security solutions and capabilities that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities. Defines and develops security requirements using risk assessments, threat modeling, testing, and analysis of existing systems. Develops security integration plans to protect existing infrastructure and to incorporate future solutions. Creates action plans for policy creation and governance, system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats. Utilizes security information and event management (SEIM), data loss prevention (DLP), intrusion prevention systems (IPS), and other tools in action plan designs. Reviews current architectures and systems to ensure consistency and compliance with the organization's guidelines, policies, and standards. Keeps abreast of the latest cyber threat information. Work is generally independent and collaborative in nature. Contributes to moderately complex aspects of a project.	Bachelors	4
Cyber Security Architect III	Plans and designs security solutions and capabilities that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities. Defines and develops security requirements using risk assessments, threat modeling, testing, and analysis of existing systems. Develops security integration plans to protect existing infrastructure and to incorporate future solutions. Creates action plans for policy creation and governance, system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats. Utilizes security information and event management (SEIM), data loss prevention (DLP), intrusion prevention systems (IPS), and other tools in action plan designs. Reviews current architectures and systems to ensure consistency and compliance with the organization's guidelines, policies, and standards. Keeps abreast of the latest cyber threat information. Work is highly independent. May assume a team lead role for the work group. A specialist on complex technical and business matters.	Bachelors	7
Cyber Security Architect IV	Plans and designs security solutions and capabilities that enable the organization to identify, protect, detect,	Bachelors	10

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	respond, and recover from cyber threats and vulnerabilities. Defines and develops security requirements using risk assessments, threat modeling, testing, and analysis of existing systems. Develops security integration plans to protect existing infrastructure and to incorporate future solutions. Creates action plans for policy creation and governance, system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats. Utilizes security information and event management (SEIM), data loss prevention (DLP), intrusion prevention systems (IPS), and other tools in action plan designs. Reviews current architectures and systems to ensure consistency and compliance with the organization's guidelines, policies, and standards. Keeps abreast of the latest cyber threat information. Works autonomously. Goals are generally communicated in "solution" or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge.		
Cyber Security Architect V	Plans and designs security solutions and capabilities that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities. Defines and develops security requirements using risk assessments, threat modeling, testing, and analysis of existing systems. Develops security integration plans to protect existing infrastructure and to incorporate future solutions. Creates action plans for policy creation and governance, system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats. Utilizes security information and event management (SEIM), data loss prevention (DLP), intrusion prevention systems (IPS), and other tools in action plan designs. Reviews current architectures and systems to ensure consistency and compliance with the organization's guidelines, policies, and standards. Keeps abreast of the latest cyber threat information. Achievement and depth of knowledge of specialization or field is the main differentiator. Advisory role on complex and challenging projects and initiatives. Recognized for deep technical and industry knowledge and innovative thinking. Provides thought leadership and guidance to a functional area and the organization.	Bachelors	12
Cyber Security Architecture Supervisor	Supervises a team of cybersecurity professionals that plan and design security solutions that enable the organization to identify, protect, detect, respond, and	Bachelors	3

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	recover from cyber threats and vulnerabilities. Assists in the development of security requirements using risk assessments, threat modeling, testing, and analysis of existing systems. Creates action plans for policy creation and governance, system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats. Utilizes security information and event management (SEIM), data loss prevention (DLP), intrusion prevention systems (IPS), and other tools in action plan designs. Keeps abreast of the latest intelligence from law enforcement and other sources of cyber threat information. Supervises a group of primarily para-professional level staffs. May also be a level above a supervisor within high volume administrative/production environments. Makes day-to-day decisions within or for a group/small department. Has some authority for personnel actions. Thorough knowledge of functional area and department processes.		
Cyber Security Architect Manager	Manages a team of cybersecurity professionals that plan and design security solutions that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities. Defines and develops security requirements using risk assessments, threat modeling, testing, and analysis of existing systems. Manages the security integration plans to protect existing infrastructure and to incorporate future solutions. Reviews and implements action plans for policy creation and governance, system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats. Partners and collaborates with stakeholders to encourage the adoption of security-compatible software designs and best practices. Keeps abreast of the latest intelligence from law enforcement and other sources of cyber threat information. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. 1 - 3 years supervisory experience may be required. Extensive knowledge of the function and department processes.	Bachelors	5
Cyber Security Architecture Senior Manager	Oversees a team of cybersecurity professionals that plan and design security solutions that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities. Approves the security requirements and the security integration plans to protect existing infrastructure and to incorporate future solutions. Reviews and approves the action plans for policy creation and governance,	Bachelors	10

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats. Partners and collaborates with stakeholders to encourage the adoption of security-compatible software designs and best practices. Keeps abreast of the latest intelligence from law enforcement and other sources of cyber threat information. Typically manages through subordinate managers and professionals in larger groups of moderate complexity. Provides input to strategic decisions that affect the functional area of responsibility. May give input into developing the budget. Typically requires 3+ years of managerial experience. Capable of resolving escalated issues arising from operations and requiring coordination with other departments.		
Cyber Threat Response Analyst I	Investigates, reports, and responds to detected cyber incidents. Maintains system cybersecurity monitoring operations, and performs cyber incident triage to determine scope, urgency, and potential impact of the incident. Identifies the specific vulnerability and makes recommendations for remediation. Proactively searches for threats using a variety of Computer Network Defense (CND) tools, including intrusion detection system alerts, firewall and network traffic logs, and host system logs. Documents all activities that occurred during the incident using established methodologies and procedures. Conducts a root cause analysis for each incident to define follow-up action items and to make recommendations to stakeholders. Develops and maintains thorough, up-to-date knowledge of cybersecurity threats and incident response best practices. Work is closely managed. Works on projects/matters of limited complexity in a support role.	Bachelors	0
Cyber Threat Response Analyst II	Investigates, reports, and responds to detected cyber incidents. Maintains system cybersecurity monitoring operations, and performs cyber incident triage to determine scope, urgency, and potential impact of the incident. Identifies the specific vulnerability and makes recommendations for remediation. Proactively searches for threats using a variety of Computer Network Defense (CND) tools, including intrusion detection system alerts, firewall and network traffic logs, and host system logs. Documents all activities that occurred during the incident using established methodologies and procedures. Conducts a root cause analysis for each incident to define follow-up action items and to make recommendations to stakeholders. Develops and maintains thorough, up-to-date knowledge of cybersecurity threats and incident response best practices. Occasionally	Bachelors	2

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	directed in several aspects of the work. Gaining exposure to some of the complex tasks within the job function.		
Cyber Threat Response Analyst III	Investigates, reports, and responds to detected cyber incidents. Maintains system cybersecurity monitoring operations, and performs cyber incident triage to determine scope, urgency, and potential impact of the incident. Identifies the specific vulnerability and makes recommendations for remediation. Proactively searches for threats using a variety of Computer Network Defense (CND) tools, including intrusion detection system alerts, firewall and network traffic logs, and host system logs. Documents all activities that occurred during the incident using established methodologies and procedures. Conducts a root cause analysis for each incident to define follow-up action items and to make recommendations to stakeholders. Develops and maintains thorough, up-to-date knowledge of cybersecurity threats and incident response best practices. Work is generally independent and collaborative in nature. Contributes to moderately complex aspects of a project.	Bachelors	4
Cyber Threat Response Analyst IV	Investigates, reports, and responds to detected cyber incidents. Maintains system cybersecurity monitoring operations, and performs cyber incident triage to determine scope, urgency, and potential impact of the incident. Identifies the specific vulnerability and makes recommendations for remediation. Proactively searches for threats using a variety of Computer Network Defense (CND) tools, including intrusion detection system alerts, firewall and network traffic logs, and host system logs. Documents all activities that occurred during the incident using established methodologies and procedures. Conducts a root cause analysis for each incident to define follow-up action items and to make recommendations to stakeholders. Develops and maintains thorough, up-to-date knowledge of cybersecurity threats and incident response best practices. Work is highly independent. May assume a team lead role for the work group. A specialist on complex technical and business matters.	Bachelors	7
Cyber Threat Response Analyst V	Investigates, reports, and responds to detected cyber incidents. Maintains system cybersecurity monitoring operations, and performs cyber incident triage to determine scope, urgency, and potential impact of the incident. Identifies the specific vulnerability and makes recommendations for remediation. Proactively searches for threats using a variety of Computer Network Defense (CND) tools, including intrusion detection system alerts, firewall and network traffic	Bachelors	10

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	logs, and host system logs. Documents all activities that occurred during the incident using established methodologies and procedures. Conducts a root cause analysis for each incident to define follow-up action items and to make recommendations to stakeholders. Develops and maintains thorough, up-to-date knowledge of cybersecurity threats and incident response best practices. Works autonomously. Goals are generally communicated in "solution" or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization. Works on advanced, complex technical projects or business issues requiring state-of-the-art technical or industry knowledge.		
Cyber Threat Response Manager	Manages the team responsible for investigating and responding to cyber incidents. Administers all aspects of technical incident response from initiation to conclusion. Assesses the nature of the incident and determines what resources are needed to resolve the situation. Manages and coordinates all efforts to contain and resolve the incident. Reviews reports and other documentation to make recommendations on improvements to eliminate risks. Ensures established policies, procedures, and methodologies are being followed. Collaborates with stakeholders to establish and ensure consistent response practices and prioritization of security events. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. 1 - 3 years supervisory experience may be required. Extensive knowledge of the function and department processes.	Bachelors	5
Cyber Threat Response Senior Manager	Oversees the team responsible for analyzing and responding to cyber incidents. Administers all aspects of technical incident response from initiation to conclusion. Assesses the nature of the incident and determines what resources are needed to resolve the situation. Manages and coordinates all efforts to contain and resolve the incident. Reviews reports and other documentation to recommend improvements to eliminate risks. Ensures established policies, procedures, and methodologies are being followed. Collaborates with stakeholders to establish and ensure consistent response practices and prioritization of security events. Typically manages through subordinate managers and professionals in larger groups of moderate complexity. Provides input to strategic decisions that affect the functional area of	Bachelors	10

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	responsibility. May give input into developing the budget. Typically requires 3+ years of managerial experience. Capable of resolving escalated issues arising from operations and requiring coordination with other departments.		
Data and Cyber Security Supervisor	Supervises professionals in the development, implementation, and maintenance of standards and systems that will ensure secure information systems and data. Implements standards and audit procedures to identify and resolve security violations. Conducts disaster recovery and cyberattack preparation and training. Supervises a group of primarily para-professional level staffs. May also be a level above a supervisor within high volume administrative/production environments. Makes day-to-day decisions within or for a group/small department. Has some authority for personnel actions. Thorough knowledge of functional area and department processes.	Bachelors	3
Data and Cyber Security Director	Establishes and administers the overall strategies and procedures for the information security function. Develops and implements information security and disaster recovery programs in accordance with organizational information security standards. Evaluates information risk on a regular time schedule and promotes information security awareness within the organization. Manages a departmental sub-function within a broader departmental function. Creates functional strategies and specific objectives for the sub-function and develops budgets/policies/procedures to support the functional infrastructure. Deep knowledge of the managed sub-function and solid knowledge of the overall departmental function. Typically requires 5+ years of managerial experience.	Bachelors	12
Document Security Administrator I	Administers and maintains a system of classified and unclassified company documents according to the record control policies and procedures for the secure management and access of company information assets. Classifies and files new documents following the established process. Fulfills document requests from authorized users and tracks the retrieval and disposition of documents. May prepare records for archiving, participate in audits, or assist in the destruction of records. Works under the close direction of senior personnel in the functional area.	High School	0
Document Security Administrator II	Administers and maintains a system of classified and unclassified company documents according to the record control policies and procedures for the secure management and access of company information assets. Classifies and files new documents following	High School	1

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	the established process. Fulfills document requests from authorized users and tracks the retrieval and disposition of documents. May prepare records for archiving, participate in audits, or assist in the destruction of records. Works under moderate supervision. Gaining or has attained full proficiency in a specific area of discipline.		
Document Security Administrator III	Administers and maintains a system of classified and unclassified company documents according to the record control policies and procedures for the secure management and access of company information assets. Classifies and files new documents following the established process. Fulfills document requests from authorized users and tracks the retrieval and disposition of documents. May prepare records for archiving, participate in audits, or assist in the destruction of records. Works independently within established procedures associated with the specific job function. Has gained proficiency in multiple competencies relevant to the job.	High School	3
Document Security Administrator IV	Administers and maintains a system of classified and unclassified company documents according to the record control policies and procedures for the secure management and access of company information assets. Classifies and files new documents following the established process. Fulfills document requests from authorized users and tracks the retrieval and disposition of documents. May prepare records for archiving, participate in audits, or assist in the destruction of records. Independently performs a wide range of complex duties under general guidance from supervisors. Has gained full proficiency in a broad range of activities related to the job.	High School	5
Document Security and Control Supervisor	Supervises day-to-day document and record control operations, policies, and procedures for the secure management and access of company information assets. Executes and enforces security protocols for the access, storage, backup, maintenance, reproduction, protection, and disposition of all documents. Evaluates media formats and recommends storage requirements to protect and secure records/information. Manages access and control procedures to comply with requirements for varying levels of security classifications specified by the governing authority. Maintains auditing, monitoring, and change control systems to ensure document integrity, quality, and version control. Supervises a group of primarily para-professional level staffs. May also be a level above a supervisor within high volume administrative/ production environments. Makes day-to-day decisions within or	Bachelors	3

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	for a group/small department. Has some authority for personnel actions. Thorough knowledge of functional area and department processes.		
Document Security and Control Manager	Oversees document and record control operations, policies, and procedures for the secure management and access of company information assets. Establishes security protocols for the access, storage, backup, maintenance, reproduction, protection, and disposition of all documents. Evaluates media formats and recommends storage requirements to protect and secure records/information. Develops and manages access and control procedures to comply with requirements for varying levels of security classifications specified by the governing authority. Maintains auditing, monitoring, and change control systems to ensure document integrity, quality, and version control. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. 1-3 years supervisory experience may be required. Extensive knowledge of the function and department processes.	Bachelors	5
EHR Security Access Specialist	Develops and implements security measures and standards to control access to EHR (electronic health record) systems and protect information against unauthorized modification or loss. Works with end users to determine individual needs and designs security policies based on a knowledge of software structure, physical access points, and system infrastructure. Develops and executes test plans to ensure security measures are working as intended. Occasionally directed in several aspects of the work. Gaining exposure to some of the complex tasks within the job function.	Bachelors	2
Information Security Analyst II	Completes tasks designed to ensure security of the organization's systems and information assets. Protects against unauthorized access, modification, or destruction and develops IT security policies and standards. Works with end users to determine needs of individual departments. Implements policies or procedures and tracks compliance throughout the organization. Gains exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.	Bachelors	2
Information Security Analyst III	Completes tasks designed to ensure security of the organization's systems and information assets. Protects against unauthorized access, modification, or destruction and develops IT security policies and	Bachelors	4

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	standards. Works with end users to determine needs of individual departments. Understands internet architecture and firewall configuration to protect system security. May need to authorize user access and familiar with domain structures and digital signatures. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.		
Information Security Analyst IV	Designs and implements information security standards for applications and databases. Collaborates with a team of information security analysts to provide subject matter expertise on application development, database design, and network maintenance. Researches and advocates the latest technologies and solutions to support the security requirements of internal and external customers. Assesses client needs against security concerns and resolves information security risk issues. Trains security awareness to business partners and IT staff. A specialist on complex technical and business matters. Work is highly independent. May assume a team lead role for the work group.	Bachelors	7
Information Security Analyst V	Identifies potential information and network or internet security vulnerabilities. Designs and implements information security standards for applications and databases. Conducts analysis, investigates and recommends security technologies. Ensures site security and provides consultation on security issues staying abreast of current malware and other potential internet security threats. Works on advanced, complex technical projects or business issues requiring state-of-the-art technical or industry knowledge. Works autonomously. Goals are generally communicated in "solution" or project goal terms.	Bachelors	10
Information Security Manager	Responsible for developing and managing Information Systems cyber security, including disaster recovery, database protection and software development. Manages IS security analysts to ensure that all applications are functional and secure. Develops and delivers IS security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements procedures and methods for auditing and addressing non-compliance to information security standards. Migrates non-compliant environments to compliant environments. Evaluates the organization to ensure compliance with standards and relevance with industry security norms. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department	Bachelors	5

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. 1 - 3 years supervisory experience may be required. Extensive knowledge of the function and department processes.		
IT and Cyber Platform Security Manager	Ensures that all system platforms are functional and secure. Works with upper management to determine acceptable level of risk for enterprise computing platforms. Typically manages through subordinate managers and professionals in larger groups of moderate complexity. Provides input to strategic decisions that affect the functional area of responsibility. May give input into developing the budget. Capable of resolving escalated issues arising from operations and requiring coordination with other departments. Typically requires 3+ years of managerial experience.	Bachelors	5
Network Security System Analyst I	Ensures the security of an organization's networks and systems. Performs network security assessments and risk analysis, and makes recommendations to improve network security. Investigates security incidents and breaches. Recommends and deploys appropriate security products and solutions for various network platforms. Configures and maintains firewalls and other network security tools and software. May conduct security trainings with employees. Work is closely managed. Works on projects/matters of limited complexity in a support role.	Bachelors	0
Network Security System Analyst II	Ensures the security of an organization's networks and systems. Performs network security assessments and risk analysis, and makes recommendations to improve network security. Investigates security incidents and breaches. Recommends and deploys appropriate security products and solutions for various network platforms. Configures and maintains firewalls and other network security tools and software. May conduct security trainings with employees. Occasionally directed in several aspects of the work. Gaining exposure to some of the complex tasks within the job function.	Bachelors	2
Network Security System Analyst III	Ensures the security of an organization's networks and systems. Performs network security assessments and risk analysis, and makes recommendations to improve network security. Investigates security incidents and breaches. Recommends and deploys appropriate security products and solutions for various network platforms. Configures and maintains firewalls and other network security tools and software. May conduct security trainings with employees. Work is generally independent and collaborative in nature.	Bachelors	4

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	Contributes to moderately complex aspects of a project.		
Network Security System Analyst IV	Ensures the security of an organization's networks and systems. Performs network security assessments and risk analysis, and makes recommendations to improve network security. Investigates security incidents and breaches. Recommends and deploys appropriate security products and solutions for various network platforms. Configures and maintains firewalls and other network security tools and software. May conduct security trainings with employees. Work is highly independent. May assume a team lead role for the work group. A specialist on complex technical and business matters.	Bachelors	7
Network Security Manager	Manages a network security team. Leads network security assessments and risk analysis, and makes recommendations to improve network security. Investigates security incidents and breaches. Stays abreast of the latest network security trends and technology, and recommends appropriate security products and solutions for various network platforms. Trains network security analysts on relevant networks, tools, policies, and procedures. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. 1-3 years supervisory experience may be required. Extensive knowledge of the function and department processes.	Bachelors	5
Network Security Senior Manager	Manages an organization's network security department. Oversees network security assessments and risk analysis, and makes and evaluates recommendations to improve network security. Manages departmental responses to security incidents and breaches, and ensures policies and procedures are in place to handle incidents quickly and effectively. Stays abreast of the latest network security trends and technology and creates initiatives to incorporate new security products and solutions in network platforms. Establishes training procedures for network security analysts on relevant networks, tools, policies, and procedures. Typically manages through subordinate managers and professionals in larger groups of moderate complexity. Provides input to strategic decisions that affect the functional area of responsibility. May give input into developing the budget. Typically requires 3+ years of managerial experience. Capable of resolving escalated issues	Bachelors	10

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	arising from operations and requiring coordination with other departments.		
Penetration Tester I	Performs penetration testing to assess and identify security vulnerabilities of networks, applications, and systems. Conducts manual and automated penetration tests including black-box, gray-box, and white-box. Evaluates findings and performs root cause analysis to identify weaknesses, misconfigurations, or other flaws in the environment that could lead to security compromises. Documents testing results and presents suggestions for the development of countermeasures, security improvements, and mitigation strategies. Utilizes a variety of assessment tools, such as Nmap, BurpSuite, Kali Linux and scripting languages like Bash, Python, Perl, or Ruby. Familiar with red team testing protocols and cybersecurity frameworks like OWASP, OSSTMM and PTES. Stays up to date with the latest security threats, techniques, and tools to continuously improve penetration testing methodologies. Work is closely managed. Works on projects/matters of limited complexity in a support role.	Bachelors	0
Penetration Tester II	Performs penetration testing to assess and identify security vulnerabilities of networks, applications, and systems. Conducts manual and automated penetration tests including black-box, gray-box, and white-box. Evaluates findings and performs root cause analysis to identify weaknesses, misconfigurations, or other flaws in the environment that could lead to security compromises. Documents testing results and presents suggestions for the development of countermeasures, security improvements, and mitigation strategies. Utilizes a variety of assessment tools, such as Nmap, BurpSuite, Kali Linux and scripting languages like Bash, Python, Perl, or Ruby. Familiar with red team testing protocols and cybersecurity frameworks like OWASP, OSSTMM and PTES. Stays up to date with the latest security threats, techniques, and tools to continuously improve penetration testing methodologies. Occasionally directed in several aspects of the work. Gaining exposure to some of the complex tasks within the job function.	Bachelors	2
Penetration Tester III	Performs penetration testing to assess and identify security vulnerabilities of networks, applications, and systems. Conducts manual and automated penetration tests including black-box, gray-box, and white-box. Evaluates findings and performs root cause analysis to identify weaknesses, misconfigurations, or other flaws in the environment that could lead to security compromises. Documents testing results and	Bachelors	4

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	presents suggestions for the development of countermeasures, security improvements, and mitigation strategies. Utilizes a variety of assessment tools, such as Nmap, BurpSuite, Kali Linux and scripting languages like Bash, Python, Perl, or Ruby. Familiar with red team testing protocols and cybersecurity frameworks like OWASP, OSSTMM and PTES. Stays up to date with the latest security threats, techniques, and tools to continuously improve penetration testing methodologies. Work is generally independent and collaborative in nature. Contributes to moderately complex aspects of a project.		
Penetration Tester IV	Performs penetration testing to assess and identify security vulnerabilities of networks, applications, and systems. Conducts manual and automated penetration tests including black-box, gray-box, and white-box. Evaluates findings and performs root cause analysis to identify weaknesses, misconfigurations, or other flaws in the environment that could lead to security compromises. Documents testing results and presents suggestions for the development of countermeasures, security improvements, and mitigation strategies. Utilizes a variety of assessment tools, such as Nmap, BurpSuite, Kali Linux and scripting languages like Bash, Python, Perl, or Ruby. Familiar with red team testing protocols and cybersecurity frameworks like OWASP, OSSTMM and PTES. Stays up to date with the latest security threats, techniques, and tools to continuously improve penetration testing methodologies. Work is highly independent. May assume a team lead role for the work group. A specialist on complex technical and business matters.	Bachelors	7
Penetration Tester V	Performs penetration testing to assess and identify security vulnerabilities of networks, applications, and systems. Conducts manual and automated penetration tests including black-box, gray-box, and white-box. Evaluates findings and performs root cause analysis to identify weaknesses, misconfigurations, or other flaws in the environment that could lead to security compromises. Documents testing results and presents suggestions for the development of countermeasures, security improvements, and mitigation strategies. Utilizes a variety of assessment tools, such as Nmap, BurpSuite, Kali Linux and scripting languages like Bash, Python, Perl, or Ruby. Familiar with red team testing protocols and cybersecurity frameworks like OWASP, OSSTMM and PTES. Stays up to date with the latest security threats, techniques, and tools to continuously improve penetration testing methodologies. Works	Bachelors	10

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	autonomously. Goals are generally communicated in "solution" or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization. Works on advanced, complex technical projects or business issues requiring state-of-the-art technical or industry knowledge.		
Penetration Testing Manager	Manages a team that performs penetration testing to assess and identify security vulnerabilities of networks, applications, and systems. Implements methodologies to analyze and define risk, identify weaknesses, and drive the development of countermeasures and security improvements. Designs, plans, and executes vulnerability assessment and penetration testing activities. Develops and utilizes the latest tools, techniques, training, and countermeasures for testing system and application vulnerabilities. Directs a variety of manual and automated penetration testing. Leads red/blue team testing and event monitoring. Has extensive experience using a variety of assessment tools (such as Nmap, BurpSuite, Kali Linux), scripting languages (like Bash, Python, Perl, or Ruby), and cybersecurity frameworks and protocols. Implements testing policies and procedures that align with the organization's cybersecurity policies, standards, and industry best practices. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. 1 - 3 years supervisory experience may be required. Extensive knowledge of the function and department processes.	Bachelors	5
Penetration Testing Senior Manager	Oversees a team that performs penetration testing to assess and identify security vulnerabilities of networks, applications, and systems. Implements methodologies to analyze and define risk, identify weaknesses, and drive the development of countermeasures and security improvements. Designs, plans, and executes vulnerability assessment and penetration testing activities. Develops and utilizes the latest tools, techniques, training, and countermeasures for testing system and application vulnerabilities. Directs a variety of manual and automated penetration testing. Leads red/blue team testing and event monitoring. Has extensive experience using a variety of assessment tools (such as Nmap, BurpSuite, Kali Linux), scripting languages (like Bash, Python, Perl, or Ruby), and cybersecurity frameworks and protocols. Implements testing policies and procedures that align with the organization's	Bachelors	10

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	cybersecurity policies, standards, and industry best practices. Typically manages through subordinate managers and professionals in larger groups of moderate complexity. Provides input to strategic decisions that affect the functional area of responsibility. May give input into developing the budget. Typically requires 3+ years of managerial experience. Capable of resolving escalated issues arising from operations and requiring coordination with other departments.		
Penetration Testing Director	Directs a team that performs penetration testing to assess and identify security vulnerabilities of networks, applications, and systems. Oversees vulnerability assessment and penetration testing activities. Reviews and analyzes root cause analysis reports and makes recommendations to eliminate risks. Creates and develops methodologies to analyze and define risk, identify weaknesses, and drive the development of countermeasures and security improvements. Develops penetration testing policies and procedures by utilizing the latest tools, techniques, training, and industry best practices. Stays up to date with the latest security threats, techniques, and tools to continuously improve penetration testing methodologies. Has extensive experience using a variety of assessment tools (such as Nmap, BurpSuite, Kali Linux), scripting languages (like Bash, Python, Perl, or Ruby), and cybersecurity frameworks and protocols. Manages a departmental sub-function within a broader departmental function. Creates functional strategies and specific objectives for the sub-function and develops budgets/policies/procedures to support the functional infrastructure. Typically requires 5+ years of managerial experience. Deep knowledge of the managed sub-function and solid knowledge of the overall departmental function.	Bachelors	12
Security Research Analyst II	Assesses risks and threats such as crime or terrorism to protect an organization's employees, property, affairs, brand, and events. Identifies and researches new potential threats using public and private information, open-source intelligence (OSINT), and other effective research techniques. Establishes clear, effective, and proactive plans for avoiding or mitigating newly emerged or evolving threats. Assists decision-making in crises. Investigates incidents that expose potential issues in current organizational security plans and procedures. Alerts management or business partners about relevant threats. Occasionally directed in several aspects of the work. Gaining	Bachelors	2

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	exposure to some of the complex tasks within the job function.		
Security Research Analyst III	Assesses risks and threats such as crime or terrorism to protect an organization's employees, property, affairs, brand, and events. Identifies and researches new potential threats using public and private information, open-source intelligence (OSINT), and other effective research techniques. Establishes clear, effective, and proactive plans for avoiding or mitigating newly emerged or evolving threats. Assists decision-making in crises. Investigates incidents that expose potential issues in current organizational security plans and procedures. Alerts management or business partners about relevant threats. Work is generally independent and collaborative in nature. Contributes to moderately complex aspects of a project.	Bachelors	4
Security Research Manager	Manages a group that assesses risks and threats such as crime or terrorism to protect an organization's employees, property, affairs, brand, and events. Establishes methodologies for identifying and researching new potential threats using public and private information, open-source intelligence (OSINT), and other effective research techniques. Leads the creation of clear, effective, and proactive plans for avoiding or mitigating newly emerged or evolving threats. Makes level-headed decisions in crises. Investigates incidents that expose potential issues in current organizational security plans and procedures. Alerts top management or business partners about relevant threats. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. 1 - 3 years supervisory experience may be required. Extensive knowledge of the function and department processes.	Bachelors	5
Security Administrator	Troubleshoots network access problems and implements network security policies and procedures. Ensures network (LAN/WAN, telecommunications, and voice) security access and protects against unauthorized access, modification, or destruction. Works independently within established procedures associated with the specific job function. Has gained proficiency in multiple competencies relevant to the job.	Associates	3
Senior Security Specialist	Administers, coordinates, and evaluates security programs that support the strategy, policies, and standards established for the physical safety of all	Bachelors	7

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	visitors, employees, or customers to the organization's facilities and the security of property and assets. Compiles data and analyzes results of audits, inspections, daily logs, and incident reports to assess security vulnerabilities, measure program effectiveness, and identify the need for additional resources. Coordinates any required security clearance processing or investigative research for employees or job candidates with applicable entities. Assists with the development of training, education programs, and communications on security policies and topics to ensure staff is prepared for potential security issues, crisis response, disaster recovery, evacuation, workplace violence, and other emergency events. Monitors communications and stays informed about local, state, provincial, or federal security-related information, directives, and events. May coordinate or assist with investigations and critical event responses in coordination with law enforcement and other officials. Understands law enforcement methods, tactics, and procedures. Work is highly independent. May assume a team lead role for the work group. A specialist on complex technical and business matters.		
Systems/Application Security Analyst	Analyzes information security systems and applications and finds the vulnerabilities. Recommends and develops security measures to protect information against unauthorized modification or loss. Coordinates with development teams or third parties to fix systems/application vulnerabilities. Gains exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.	Bachelors	2
Systems/Application Security Analyst, Sr.	Analyzes information security systems and applications and finds the vulnerabilities. Recommends and develops security measures to protect information against unauthorized modification or loss. Coordinates with development teams or third parties to fix systems/application vulnerabilities. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.	Bachelors	4
Web and Cyber Security - Specialist	Develops, implements, and maintains firewall technologies that secure an organization's website. Defines network security issues, develops plans and procedures, and ensures safety and privacy of their newly developed internet and intranet sites. Creates, modifies and deletes user profiles and other access controls. Reviews security logs and violation reports. A specialist on complex technical and business	Bachelors	7

Labor Category Name	Labor Category Description	Minimum Education	Min Experience (Years)
	matters. Work is highly independent. May assume a team lead role for the work group.		

HIGHLY ADAPTIVE CYBERSECURITY SERVICES – SIN 54151HACS

Pricing: Prices effective on Date of Award and are subject to revision at the time each option year is exercised. Forward pricing rates reflect agreed upon escalation rate of 3% to be applied annually upon date of award.

Labor Category Name	Option Period 1				
	Year 6 1/1/23 - 8/8/23	Year 7 8/9/23 - 8/8/24	Year 8 8/9/24 - 8/8/25	Year 9 7/10/26 - 8/8/26	Year 10 8/9/26 - 8/8/27
Computer Forensics Analyst I	n/a	n/a	n/a	105.58	108.75
Computer Forensics Analyst II	n/a	n/a	n/a	120.93	124.56
Computer Forensics Analyst III	n/a	n/a	n/a	153.78	158.39
Computer Forensics Analyst IV	n/a	n/a	n/a	186.65	192.25
Cyber Incident Response Specialist I	n/a	n/a	n/a	79.07	81.44
Cyber Incident Response Specialist II	n/a	n/a	n/a	102.73	105.81
Cyber Incident Response Specialist III	n/a	n/a	n/a	130.48	134.39
Cyber Incident Response Specialist IV	n/a	n/a	n/a	159.88	164.68
Cyber Incident Response Specialist V	n/a	n/a	n/a	190.26	195.97
Cyber Incident Response Manager	n/a	n/a	n/a	156.59	161.29
Cyber Incident Response Senior Manager	n/a	n/a	n/a	192.12	197.88
Cyber Infrastructure Security Manager	n/a	n/a	n/a	170.76	175.88
Cyber Security Architect I	n/a	n/a	n/a	112.03	115.39
Cyber Security Architect II	n/a	n/a	n/a	134.54	138.58
Cyber Security Architect III	n/a	n/a	n/a	163.60	168.51
Cyber Security Architect IV	n/a	n/a	n/a	173.23	178.43
Cyber Security Architect V	n/a	n/a	n/a	211.61	217.96
Cyber Security Architecture Supervisor	n/a	n/a	n/a	152.85	157.44
Cyber Security Architect Manager	n/a	n/a	n/a	174.70	179.94
Cyber Security Architecture Senior Manager	n/a	n/a	n/a	185.47	191.03
Cyber Threat Response Analyst I	n/a	n/a	n/a	71.79	73.94
Cyber Threat Response Analyst II	n/a	n/a	n/a	92.09	94.85
Cyber Threat Response Analyst III	n/a	n/a	n/a	109.70	112.99
Cyber Threat Response Analyst IV	n/a	n/a	n/a	151.28	155.82
Cyber Threat Response Analyst V	n/a	n/a	n/a	182.54	188.02
Cyber Threat Response Manager	n/a	n/a	n/a	143.27	147.57
Cyber Threat Response Senior Manager	n/a	n/a	n/a	179.20	184.58
Data and Cyber Security Supervisor	n/a	n/a	n/a	123.88	127.60
Data and Cyber Security Director	n/a	n/a	n/a	216.22	222.71

Labor Category Name	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	1/1/23 - 8/8/23	8/9/23 - 8/8/24	8/9/24 - 8/8/25	7/10/26 - 8/8/26	8/9/26 - 8/8/27
Document Security Administrator I	n/a	n/a	n/a	55.71	57.38
Document Security Administrator II	n/a	n/a	n/a	69.18	71.26
Document Security Administrator III	n/a	n/a	n/a	84.49	87.02
Document Security Administrator IV	n/a	n/a	n/a	91.17	93.91
Document Security and Control Supervisor	n/a	n/a	n/a	106.45	109.64
Document Security and Control Manager	n/a	n/a	n/a	130.13	134.03
EHR Security Access Specialist	n/a	n/a	n/a	83.66	86.17
Information Security Analyst II	n/a	n/a	n/a	80.91	83.34
Information Security Analyst III	n/a	n/a	n/a	105.81	108.98
Information Security Analyst IV	n/a	n/a	n/a	130.51	134.43
Information Security Analyst V	n/a	n/a	n/a	150.71	155.23
Information Security Manager	n/a	n/a	n/a	152.03	156.29
IT and Cyber Platform Security Manager	n/a	n/a	n/a	187.10	192.71
Network Security System Analyst I	n/a	n/a	n/a	69.94	72.04
Network Security System Analyst II	n/a	n/a	n/a	87.52	90.15
Network Security System Analyst III	n/a	n/a	n/a	105.93	109.11
Network Security System Analyst IV	n/a	n/a	n/a	127.07	130.88
Network Security Manager	n/a	n/a	n/a	133.15	137.14
Network Security Senior Manager	n/a	n/a	n/a	189.20	194.88
Penetration Tester I	n/a	n/a	n/a	86.65	89.25
Penetration Tester II	n/a	n/a	n/a	105.70	108.87
Penetration Tester III	n/a	n/a	n/a	123.11	126.80
Penetration Tester IV	n/a	n/a	n/a	152.46	157.03
Penetration Tester V	n/a	n/a	n/a	158.54	163.30
Penetration Testing Manager	n/a	n/a	n/a	166.42	171.41
Penetration Testing Senior Manager	n/a	n/a	n/a	202.03	208.09
Penetration Testing Director	n/a	n/a	n/a	235.90	242.98
Security Research Analyst II	n/a	n/a	n/a	90.71	93.43
Security Research Analyst III	n/a	n/a	n/a	109.06	112.33
Security Research Manager	n/a	n/a	n/a	167.77	172.80
Security Administrator	n/a	n/a	n/a	102.42	105.49
Senior Security Specialist	n/a	n/a	n/a	102.93	106.02
Systems/Application Security Analyst	n/a	n/a	n/a	109.31	112.59

Labor Category Name	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	1/1/23 - 8/8/23	8/9/23 - 8/8/24	8/9/24 - 8/8/25	7/10/26 - 8/8/26	8/9/26 - 8/8/27
Systems/Application Security Analyst, Sr.	n/a	n/a	n/a	148.73	153.19
Web and Cyber Security - Specialist	n/a	n/a	n/a	146.52	150.92