AGREEMENT

This Agreement, including the attached exhibit, ("Agreement"), is entered into on this ___ day of _____, 2017 ("Effective Date"), by and between **Avid Technology Professionals L.L.C.**, a Maryland Limited Liability Company ("Company"), with offices at 6996 Columbia Gateway Drive, Suite 204, Columbia, Maryland 21046, and _____, with residence at _____ ("Potential Employee").

WHEREAS, Avid is in the business of, among other things, providing software and systems engineering, and acquisition program management services to the U.S. Intelligence community;

WHEREAS, personnel providing services to the U.S. Intelligence community often are required to have and maintain U.S. security clearances;

WHEREAS, Avid and Potential Employee desire Avid to hire Potential Employee to provide services to the U.S. Intelligence community; and

WHEREAS, Avid and Potential Employee desire Avid to assist Potential Employee to obtain a U.S. security clearance so that Potential Employee can provide services to the U.S. Intelligence community on behalf of Avid.

NOW THEREFORE, in consideration of the obligations herein made and undertaken, the parties, intending to be legally bound, covenant and agree as follows:

1. Avid shall assist Potential Employee to obtain a U.S. security clearance, including paying all fees required by the U.S. Government, or third-parties approved by the U.S. Government, to conduct background checks.

2. Potential Employee shall provide all necessary assistance to Avid in obtaining a U.S. security clearance for Potential Employee. Avid may withdraw support based on the Potential Employee's compliance in these assistance items. This assistance shall include, but not exclude:

   2.i. Potential Employee shall return all required paperwork within 7 days of receiving any documentation.

   2.ii. Potential Employee shall return all communications and inquires in 7 days.

   2.iii. Potential Employee shall, if requested, pursue additional education and certifications.

3. Avid makes no representations or guarantee that the Potential Employee will be granted a U.S. security clearance. Avid may withdraw its support and assistance of Potential Employee's U.S. security clearance and shall have no further obligation to Potential Employee if (i) in Avid's reasonable belief Potential Employee has violated any warranty, term or obligation of this Agreement; or (ii) if in Avid's sole opinion its financial condition or business needs have changed so that it is no longer prudent to provide such support and assistance, and Avid provides written notice to the Potential Employee.

4. Potential Employee warrants that (i) all information provided shall be true, accurate and complete; (ii) he/she shall at all times comply with the terms and restrictions of any U.S. security clearance issued to him/her and all applicable laws and regulations; and (iii) from the Effective Date and for 18 months thereafter, he/she desires and intends to become an employee of Avid. Potential Employee shall fully indemnify Avid for any and all damages and costs, including attorneys' fees, incurred by Avid from any breach of any of the foregoing warranties.

5. In the event a U.S. security clearance is granted in connection with this Agreement, for a period of 18 months from the issuance of such clearance ("Restriction Period"), Potential Employee shall only use the clearance for the sole benefit of Avid. If the Potential Employee desires to use any U.S. security clearance granted in connection with this Agreement for the benefit of an entity other than Avid, including personal use or use for an employer other than Avid, during the Restriction Period, Potential Employee may do so only after paying to Avid seventeen thousand five-hundred dollars ($17,500).

6. In the event Potential Employee (i) withdraws his/her U.S. security clearance application; or (ii) does not become an employee of Avid within, and remain an employee of Avid during, the 18 months following the Effective Date for any reason whatsoever except that Avid cannot find Potential Employee a suitable job where suitability is defined as according to Avid's interests, Potential Employee shall pay to Avid seventeen thousand five hundred dollars ($17,500) within 7 days of an occurrence set forth in (i) or (ii). The payment requirement set forth in this Section 6 is in addition to, and not in lieu of or part of the payment obligation set forth in Section 5.

7. This Agreement shall be governed by and interpreted in accordance with the laws of the State of Maryland, excluding its rules of conflicts of law. Any and all claims, controversies or disputes arising out of or in connection with this Agreement shall be resolved in accordance with this Section. The parties consent to the exclusive jurisdiction of the state and federal courts located in Prince George's County, Maryland, for any such action, suit or proceeding. The parties waive any objection to the laying of venue for any suit, action or proceeding in such courts. The parties waive any right they might have to a trial by jury in any such suit, action or proceeding. The prevailing party in any action shall be entitled to recover its costs and attorneys' fees. The provisions of this Section shall survive the termination or expiration of this Agreement.

8. IN NO EVENT SHALL AVID BE LIABLE TO THE POTENTIAL EMPLOYEE FOR ANY INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, EVEN IF AVID HAS BEEN ADVISED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES.

9. This Agreement, including the exhibits, constitutes the entire agreement between the parties and supersedes and renders null and void all prior or contemporaneous agreements, understandings and proposals, whether oral or written, between the parties relating to the subject matter of this Agreement.

10. Any provision of this Agreement which is invalid, illegal or unenforceable in any jurisdiction shall, as to that jurisdiction, be ineffective to the extent of such invalidity, illegality or unenforceability, without in any manner affecting the remaining provisions of this Agreement in such jurisdiction or rendering that or any other provision of this Agreement invalid, illegal or unenforceable in any other jurisdiction.

11. The Potential Employee shall not be entitled to assign this Agreement or his/her rights or obligations under this Agreement, whether voluntarily or by operation of law, except with the written consent of Avid.

12. A failure by a party to assert its rights under this Agreement shall not be deemed to be a waiver of such rights nor shall any waiver be implied from any act or omission. All waivers to be effective must be in writing. No waiver by a party with respect to any right shall extend its effect to any subsequent breach of this Agreement of like or different kind unless such waiver explicitly provides otherwise.

13. This Agreement may be altered, modified, or amended only by a written agreement duly executed by both parties.

14. This Agreement may be executed in several counterparts, each of which shall be an original and all of which when taken together will constitute one agreement between the parties.

15. The parties have participated jointly in the negotiation and drafting of this Agreement. If an ambiguity or question of intent or interpretation arises, this Agreement shall be construed as if drafted jointly by the parties and no presumption or burden of proof shall arise favoring or disfavoring any party by virtue of the authorship of any of the provisions of this Agreement.

16. POTENTIAL EMPLOYEE ACKNOWLEDGES AND AGREES THAT THIS AGREEMENT DOES NOT CONSTITUTE ANY OFFER OF EMPLOYMENT OR AN EMPLOYMENT CONTRACT BETWEEN THE PARTIES.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized representatives and to be effective as of the date first above written.

AVID TECHNOLOGY PROFESSIONALS, LLC

By: _____   By: _____

Signature: _____   Signature: _____

Title: _____   Date: _____

Date: _____

CONFESSED JUDGMENT PROMISSORY NOTE

THIS INSTRUMENT CONTAINS A CONFESSION OF JUDGMENT PROVISION WHICH CONSTITUTES A WAIVER OF IMPORTANT RIGHTS YOU MAY HAVE AS A DEBTOR AND ALLOWS THE CREDITOR TO OBTAIN A JUDGMENT AGAINST YOU WITHOUT ANY FURTHER NOTICE.

Whereas, the parties to this Confessed Judgment Promissory Note ("Note") have entered into a written agreement ("Agreement") whereby Avid Technology Professionals, LLC ("Creditor") agreed to assist the Debtor, as defined below, in obtaining a U.S. security clearance;

Whereas, the Agreement sets forth certain events under which the Debtor will be liable to pay the Creditor certain sums of money; and

Whereas, the parties desire to enter into this Note to expedite payment of any amounts owed by the Creditor under the Agreement. Now Therefore, the parties agree as follows:

FOR VALUE RECEIVED, the receipt and sufficiency of which are hereby acknowledged, _____ ("Debtor"), personally promises to pay to the order of the Creditor the sum of seventeen thousand five hundred dollars ($17,500) as required by section six of the Agreement. All amounts not paid when due under the Agreement shall be subject to interest at the lesser of 18% per annum or the maximum percentage permitted under applicable law.

FOR VALUE RECEIVED, the receipt and sufficiency of which are hereby acknowledged, the Debtor personally promises to pay to the order of the Creditor the sum of seventeen thousand five hundred dollars ($17,500) as required by section five of the Agreement. All amounts not paid when due under the Agreement shall be subject to interest at the lesser of 18% per annum or the maximum percentage permitted under applicable law.

The Debtor hereby expressly waives the benefit of any homestead exemption as to this debt and waives demand, protest, notice of presentment, notice of protest, and notice of non-payment and dishonor of this note. The Debtor agrees that this note is provided not in payment of, but as additional security for and evidence of obligations due to the Creditor under the Agreement and this Note is not accepted in lieu of the Creditor's other legal rights. The Debtor expressly agrees to submit to the personal jurisdiction of the state and federal courts located in Prince George's County, Maryland, and agrees that the forum for any litigation in connection with this Note, whether the litigation is initiated by the Debtor or Creditor, shall be in such courts. This Note shall be governed by and construed in accordance with the laws of the state of Maryland.

The Debtor knowingly, intentionally and voluntarily hereby irrevocably authorizes, empowers and appoints Henry Todd Whay of The Whay Law Firm, any other attorney admitted to practice before the Maryland courts, and any clerk of court, to appear for Debtor in any applicable court at any time and to confess judgment against the Debtor in favor of the Creditor for all or any part of the obligations set forth in this Note, plus all interest and costs, plus attorney's fees in an amount equal to 33% of the amount so confessed.

Avid Technology Professionals, LLC	DEBTOR
Name: _____	Name: _____
Date: _____	Date: _____
Signature: _____	Signature: _____
Title: _____	

Workforce Management System
Labor Categories
Program / Contract Team: I2S

Table of Contents

Applications Architect - Developmental

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 10/5/2012

Standard Occupational Code:
 [15-1132] Software Developers, Applications
 [15-1132] Software Developers, Applications

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Applications architects serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Positions also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Short Summary:

Applications architects serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Positions also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Duties, Tasks, and Responsibilities

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Develops architectural guidance for applications developers, defining target platforms, interface designs, development patterns and styles, and development languages and tools to be used to implement the business of the .

Leads development of system prototypes to demonstrate application of design principles

Monitors industry trends and directions; develops and presents substantive technical recommendations to senior management

Oversees the design, evaluation, selection, implementation and support of major applications development and production support tools and platforms

Provides complete assessments of the technical characteristics of proposals and alternatives considered in applications design

Provides technical expertise in systems architecture; participates in the formulation of software engineering practices; assesses feasibility of system plans; establishes priorities; and develops and implements plans that adhere to established strategic business and system objectives

Reviews and assesses technical proposals requesting changes or upgrades to existing applications

Knowledge, Skills, and Abilities

Ability to develop and present complex technical documents, procedures, reports, briefings and proposals.

Ability to develop and recommend data management policies, standards, practices and security measures to ensure effective and consistent data management operations.

Ability to develop methods of ensuring that the data incompatibilities among systems are systematically eliminated.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining to data infrastructure

Ability to effectively monitor program/project development

Ability to evaluate and make recommendations regarding data integrity.

Ability to maintain currency on tools, methodologies, and technologies

Ability to project database resource requirements including personnel, software, equipment and facilities

Ability to provide an enterprise-wide perspective into IT-related decisions.

Ability to translate complex technical terminology, concepts and issues in terms understandable to technical and non-technical management and resources staff

Ability to translate expert knowledge of ETA and mission into the design of enterprise applications

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of 's and industry data standards and architectures; knowledge of design and integration principles of complex, knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Considerable knowledge of and application of Services Oriented Architecture and Agile Development Methods

Coordination — adjusting actions in relation to others' actions.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Expert knowledge of problem analysis, structured analysis and design, and programming techniques

Expert knowledge of systems design, development, and interconnectivity

Expert understanding of the implications of underlying infrastructure architectures and how they affect application design and development.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Leadership – ability to resolve issues in a professional manner, lead working groups, negotiate, and create consensus.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Thorough knowledge of missions and needs, and considerable knowledge of Intelligence Community missions, needs, and information sharing requirements.

Writing — communicating effectively in writing as appropriate for the needs of the audience.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Architect - Expert

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Applications architects serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Positions also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

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Ability to develop and present complex technical documents, procedures, reports, briefings and proposals.

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Ability to project database resource requirements including personnel, software, equipment and facilities

Ability to provide an enterprise-wide perspective into IT-related decisions.

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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

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Cloud computing technologies and environments

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Applications Architect - Full Performance

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Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

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Ability to evaluate and make recommendations regarding data integrity.

Ability to maintain currency on tools, methodologies, and technologies

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Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Thorough knowledge of missions and needs, and considerable knowledge of Intelligence Community missions, needs, and information sharing requirements.

Writing — communicating effectively in writing as appropriate for the needs of the audience.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.

• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.

• Relevant certifications will be considered equivalent to three (3) months of specialized experience.

• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.

• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).

• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).

• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:

• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.

• Requires a minimum of three (3) years of experience specific to the skill.

• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Architect - Manager

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Applications architects serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Positions also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Short Summary:

Applications architects serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Positions also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Duties, Tasks, and Responsibilities

Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs.

Develops architectural guidance for applications developers, defining target platforms, interface designs, development patterns and styles, and development languages and tools to be used to implement the business of the .

Leads development of system prototypes to demonstrate application of design principles

Monitors industry trends and directions; develops and presents substantive technical recommendations to senior management

Oversees the design, evaluation, selection, implementation and support of major applications development and production support tools and platforms

Provides complete assessments of the technical characteristics of proposals and alternatives considered in applications design

Provides technical expertise in systems architecture; participates in the formulation of software engineering practices; assesses feasibility of system plans; establishes priorities; and develops and implements plans that adhere to established strategic business and system objectives

Reviews and assesses technical proposals requesting changes or upgrades to existing applications

Knowledge, Skills, and Abilities

Ability to develop and present complex technical documents, procedures, reports, briefings and proposals.

Ability to develop and recommend data management policies, standards, practices and security measures to ensure effective and consistent data management operations.

Ability to develop methods of ensuring that the data incompatibilities among systems are systematically eliminated.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining to data infrastructure

Ability to effectively monitor program/project development

Ability to evaluate and make recommendations regarding data integrity.

Ability to maintain currency on tools, methodologies, and technologies

Ability to project database resource requirements including personnel, software, equipment and facilities

Ability to provide an enterprise-wide perspective into IT-related decisions.

Ability to translate complex technical terminology, concepts and issues in terms understandable to technical and non-technical management and resources staff

Ability to translate expert knowledge of ETA and mission into the design of enterprise applications

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of 's and industry data standards and architectures; knowledge of design and integration principles of complex, knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Considerable knowledge of and application of Services Oriented Architecture and Agile Development Methods

Coordination — adjusting actions in relation to others' actions.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Expert knowledge of problem analysis, structured analysis and design, and programming techniques

Expert knowledge of systems design, development, and interconnectivity

Expert understanding of the implications of underlying infrastructure architectures and how they affect application design and development.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Leadership – ability to resolve issues in a professional manner, lead working groups, negotiate, and create consensus.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Thorough knowledge of missions and needs, and considerable knowledge of Intelligence Community missions, needs, and information sharing requirements.

Writing — communicating effectively in writing as appropriate for the needs of the audience.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Architect - Senior

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Applications architects serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Positions also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Short Summary:

Applications architects serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Positions also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Duties, Tasks, and Responsibilities

Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs.

Develops architectural guidance for applications developers, defining target platforms, interface designs, development patterns and styles, and development languages and tools to be used to implement the business of the .

Leads development of system prototypes to demonstrate application of design principles

Monitors industry trends and directions; develops and presents substantive technical recommendations to senior management

Oversees the design, evaluation, selection, implementation and support of major applications development and production support tools and platforms

Provides complete assessments of the technical characteristics of proposals and alternatives considered in applications design

Provides technical expertise in systems architecture; participates in the formulation of software engineering practices; assesses feasibility of system plans; establishes priorities; and develops and implements plans that adhere to established strategic business and system objectives

Reviews and assesses technical proposals requesting changes or upgrades to existing applications

Knowledge, Skills, and Abilities

Ability to develop and present complex technical documents, procedures, reports, briefings and proposals.

Ability to develop and recommend data management policies, standards, practices and security measures to ensure effective and consistent data management operations.

Ability to develop methods of ensuring that the data incompatibilities among systems are systematically eliminated.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining to data infrastructure

Ability to effectively monitor program/project development

Ability to evaluate and make recommendations regarding data integrity.

Ability to maintain currency on tools, methodologies, and technologies

Ability to project database resource requirements including personnel, software, equipment and facilities

Ability to provide an enterprise-wide perspective into IT-related decisions.

Ability to translate complex technical terminology, concepts and issues in terms understandable to technical and non-technical management and resources staff

Ability to translate expert knowledge of ETA and mission into the design of enterprise applications

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of 's and industry data standards and architectures; knowledge of design and integration principles of complex, knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Considerable knowledge of and application of Services Oriented Architecture and Agile Development Methods

Coordination — adjusting actions in relation to others' actions.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Expert knowledge of problem analysis, structured analysis and design, and programming techniques

Expert knowledge of systems design, development, and interconnectivity

Expert understanding of the implications of underlying infrastructure architectures and how they affect application design and development.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Leadership – ability to resolve issues in a professional manner, lead working groups, negotiate, and create consensus.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Thorough knowledge of missions and needs, and considerable knowledge of Intelligence Community missions, needs, and information sharing requirements.

Writing — communicating effectively in writing as appropriate for the needs of the audience.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Architect - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Applications architects serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Positions also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Short Summary:

Applications architects serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Positions also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Duties, Tasks, and Responsibilities

Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs.

Develops architectural guidance for applications developers, defining target platforms, interface designs, development patterns and styles, and development languages and tools to be used to implement the business of the .

Leads development of system prototypes to demonstrate application of design principles

Monitors industry trends and directions; develops and presents substantive technical recommendations to senior management

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Provides complete assessments of the technical characteristics of proposals and alternatives considered in applications design

Provides technical expertise in systems architecture; participates in the formulation of software engineering practices; assesses feasibility of system plans; establishes priorities; and develops and implements plans that adhere to established strategic business and system objectives

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Knowledge, Skills, and Abilities

Ability to develop and present complex technical documents, procedures, reports, briefings and proposals.

Ability to develop and recommend data management policies, standards, practices and security measures to ensure effective and consistent data management operations.

Ability to develop methods of ensuring that the data incompatibilities among systems are systematically eliminated.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining to data infrastructure

Ability to effectively monitor program/project development

Ability to evaluate and make recommendations regarding data integrity.

Ability to maintain currency on tools, methodologies, and technologies

Ability to project database resource requirements including personnel, software, equipment and facilities

Ability to provide an enterprise-wide perspective into IT-related decisions.

Ability to translate complex technical terminology, concepts and issues in terms understandable to technical and non-technical management and resources staff

Ability to translate expert knowledge of ETA and mission into the design of enterprise applications

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

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Computers and Electronics — Knowledge of 's and industry data standards and architectures; knowledge of design and integration principles of complex, knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Considerable knowledge of and application of Services Oriented Architecture and Agile Development Methods

Coordination — adjusting actions in relation to others' actions.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Expert knowledge of problem analysis, structured analysis and design, and programming techniques

Expert knowledge of systems design, development, and interconnectivity

Expert understanding of the implications of underlying infrastructure architectures and how they affect application design and development.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Leadership – ability to resolve issues in a professional manner, lead working groups, negotiate, and create consensus.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

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Technology Design — Generating or adapting equipment and technology to serve user needs.

Thorough knowledge of missions and needs, and considerable knowledge of Intelligence Community missions, needs, and information sharing requirements.

Writing — communicating effectively in writing as appropriate for the needs of the audience.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Developer - Developmental

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 10/7/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Applications Developer specialty. Positions work under minimal technical guidance provided by a more senior technical project leader. Positions are responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Positions also draft technical program documentation, such as end-user operational instructions. Depending upon assignment, positions may be responsible for developing and maintaining software applications and/or databases, including web applications and user interfaces. Based on assignment, incumbents may serve as Contracting Officer Technical Representative responsible for a full range of contracting activities in coordination with contracting officer.

Short Summary:

This is work within the multi-level Applications Developer specialty. Positions work under minimal technical guidance provided by a more senior technical project leader. Positions are responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Positions also draft technical program documentation, such as end-user operational instructions. Depending upon assignment, positions may be responsible for developing and maintaining software applications and/or databases, including web applications and user interfaces. Based on assignment, incumbents may serve as Contracting Officer Technical Representative responsible for a full range of contracting activities in coordination with contracting officer.

Duties, Tasks, and Responsibilities

Analyzes, designs, implements and maintains the database applications and structures

Attends meetings and training sessions to increase proficiency in job-related skills and procedures.

Based on assignment, may be responsible for: Design, Development and Maintenance of Software Applications and/or Databases.

Conducts unit/functional testing.

Consults with client to develop formal user requirements.

Consults with client to develop user requirements

Design, Development and Maintenance of Websites and Web Databases

Designs, and develops the layout and user interface.

Designs, codes and debugs web applications; designs and maintains interactive web databases and web services; designs graphics and user interfaces.

Develops, tests, implements and maintains complex applications and/or databases

Ensures that the new application can access data that has been transitioned to the new database structure.

Maintains currency on tools, methodologies, technologies and programming languages

Organizes content, develops color schemes, designs and produces graphics.

Participates in contracting activities to evaluate different acquisition approaches; develops a contracting strategy and completes required documentation; participates in the competitive evaluation process to identify qualified contractors; monitors and evaluates contractor performance and provides appropriate formal feedback and recommends contractor award and/or incentives.

Performs general administrative activities

Provides ongoing maintenance of basic web applications, databases, and web services.

Transitions data from legacy systems to new relational database structures.

Transitions the application/database to production; enhances application/database as needed

Translates user requirements from a formal requirements document into an application/database design.

Writes all necessary code.

Writes interfaces to companion applications or databases

Knowledge, Skills, and Abilities

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to plan, set goals and determine strategies for accomplishing results; monitors and evaluates progress toward goals

Ability to track and resolve programming bugs

Ability to translate user requirements into end-to-end design for applications/databases that may involve multiple interfaces to other applications or supporting database systems.

Ability to write clear, concise and effective requirements documents, correspondence, procedures and reports in accordance with policies.

Considerable knowledge and ability to program proficiently in two or more of the applications or database programming languages relevant to the project.

Considerable knowledge of the life-cycle process for software development, web applications, and implementation

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Developer - Expert

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Applications Developer specialty. Positions work under minimal technical guidance provided by a more senior technical project leader. Positions are responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Positions also draft technical program documentation, such as end-user operational instructions. Depending upon assignment, positions may be responsible for developing and maintaining software applications and/or databases, including web applications and user interfaces. Based on assignment, incumbents may serve as Contracting Officer Technical Representative responsible for a full range of contracting activities in coordination with contracting officer.

Short Summary:

This is work within the multi-level Applications Developer specialty. Positions work under minimal technical guidance provided by a more senior technical project leader. Positions are responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Positions also draft technical program documentation, such as end-user operational instructions. Depending upon assignment, positions may be responsible for developing and maintaining software applications and/or databases, including web applications and user interfaces. Based on assignment, incumbents may serve as Contracting Officer Technical Representative responsible for a full range of contracting activities in coordination with contracting officer.

Duties, Tasks, and Responsibilities

Analyzes, designs, implements and maintains the database applications and structures

Attends meetings and training sessions to increase proficiency in job-related skills and procedures.

Based on assignment, may be responsible for: Design, Development and Maintenance of Software Applications and/or Databases.

Conducts unit/functional testing.

Consults with client to develop formal user requirements.

Consults with client to develop user requirements

Design, Development and Maintenance of Websites and Web Databases

Designs, and develops the layout and user interface.

Designs, codes and debugs web applications; designs and maintains interactive web databases and web services; designs graphics and user interfaces.

Develops, tests, implements and maintains complex applications and/or databases

Ensures that the new application can access data that has been transitioned to the new database structure.

Maintains currency on tools, methodologies, technologies and programming languages

Organizes content, develops color schemes, designs and produces graphics.

Participates in contracting activities to evaluate different acquisition approaches; develops a contracting strategy and completes required documentation; participates in the competitive evaluation process to identify qualified contractors; monitors and evaluates contractor performance and provides appropriate formal feedback and recommends contractor award and/or incentives.

Performs general administrative activities

Provides ongoing maintenance of basic web applications, databases, and web services.

Transitions data from legacy systems to new relational database structures.

Transitions the application/database to production; enhances application/database as needed

Translates user requirements from a formal requirements document into an application/database design.

Writes all necessary code.

Writes interfaces to companion applications or databases

Knowledge, Skills, and Abilities

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to plan, set goals and determine strategies for accomplishing results; monitors and evaluates progress toward goals

Ability to track and resolve programming bugs

Ability to translate user requirements into end-to-end design for applications/databases that may involve multiple interfaces to other applications or supporting database systems.

Ability to write clear, concise and effective requirements documents, correspondence, procedures and reports in accordance with policies.

Considerable knowledge and ability to program proficiently in two or more of the applications or database programming languages relevant to the project.

Considerable knowledge of the life-cycle process for software development, web applications, and implementation

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation

of contractor performance will be completed by the government at the contract level.

Applications Developer - Full Performance

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:
[15-1131] Computer Programmers
[15-1132] Software Developers, Applications
[15-1131] Computer Programmers
[15-1132] Software Developers, Applications

Long Summary:
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Short Summary:

This is work within the multi-level Applications Developer specialty. Positions work under minimal technical guidance provided by a more senior technical project leader. Positions are responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Positions also draft technical program documentation, such as end-user operational instructions. Depending upon assignment, positions may be responsible for developing and maintaining software applications and/or databases, including web applications and user interfaces. Based on assignment, incumbents may serve as Contracting Officer Technical Representative responsible for a full range of contracting activities in coordination with contracting officer.

Duties, Tasks, and Responsibilities

Analyzes, designs, implements and maintains the database applications and structures

Attends meetings and training sessions to increase proficiency in job-related skills and procedures.

Based on assignment, may be responsible for: Design, Development and Maintenance of Software Applications and/or Databases.

Conducts unit/functional testing.

Consults with client to develop formal user requirements.

Consults with client to develop user requirements

Design, Development and Maintenance of Websites and Web Databases

Designs, and develops the layout and user interface.

Designs, codes and debugs web applications; designs and maintains interactive web databases and web services; designs graphics and user interfaces.

Develops, tests, implements and maintains complex applications and/or databases

Ensures that the new application can access data that has been transitioned to the new database structure.

Maintains currency on tools, methodologies, technologies and programming languages

Organizes content, develops color schemes, designs and produces graphics.

Participates in contracting activities to evaluate different acquisition approaches; develops a contracting strategy and completes required documentation; participates in the competitive evaluation process to identify qualified contractors; monitors and evaluates contractor performance and provides appropriate formal feedback and recommends contractor award and/or incentives.

Performs general administrative activities

Provides ongoing maintenance of basic web applications, databases, and web services.

Transitions data from legacy systems to new relational database structures.

Transitions the application/database to production; enhances application/database as needed

Translates user requirements from a formal requirements document into an application/database design.

Writes all necessary code.

Writes interfaces to companion applications or databases

Knowledge, Skills, and Abilities

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to plan, set goals and determine strategies for accomplishing results; monitors and evaluates progress toward goals

Ability to track and resolve programming bugs

Ability to translate user requirements into end-to-end design for applications/databases that may involve multiple interfaces to other applications or supporting database systems.

Ability to write clear, concise and effective requirements documents, correspondence, procedures and reports in accordance with policies.

Considerable knowledge and ability to program proficiently in two or more of the applications or database programming languages relevant to the project.

Considerable knowledge of the life-cycle process for software development, web applications, and implementation

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Developer - Manager

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Applications Developer specialty. Positions work under minimal technical guidance provided by a more senior technical project leader. Positions are responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Positions also draft technical program documentation, such as end-user operational instructions. Depending upon assignment, positions may be responsible for developing and maintaining software applications and/or databases, including web applications and user interfaces. Based on assignment, incumbents may serve as Contracting Officer Technical Representative responsible for a full range of contracting activities in coordination with contracting officer.

Short Summary:

This is work within the multi-level Applications Developer specialty. Positions work under minimal technical guidance provided by a more senior technical project leader. Positions are responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Positions also draft technical program documentation, such as end-user operational instructions. Depending upon assignment, positions may be responsible for developing and maintaining software applications and/or databases, including web applications and user interfaces. Based on assignment, incumbents may serve as Contracting Officer Technical Representative responsible for a full range of contracting activities in coordination with contracting officer.

Duties, Tasks, and Responsibilities

Analyzes, designs, implements and maintains the database applications and structures

Attends meetings and training sessions to increase proficiency in job-related skills and procedures.

Based on assignment, may be responsible for: Design, Development and Maintenance of Software Applications and/or Databases.

Conducts unit/functional testing.

Consults with client to develop formal user requirements.

Consults with client to develop user requirements

Design, Development and Maintenance of Websites and Web Databases

Designs, and develops the layout and user interface.

Designs, codes and debugs web applications; designs and maintains interactive web databases and web services; designs graphics and user interfaces.

Develops, tests, implements and maintains complex applications and/or databases

Ensures that the new application can access data that has been transitioned to the new database structure.

Maintains currency on tools, methodologies, technologies and programming languages

Organizes content, develops color schemes, designs and produces graphics.

Participates in contracting activities to evaluate different acquisition approaches; develops a contracting strategy and completes required documentation; participates in the competitive evaluation process to identify qualified contractors; monitors and evaluates contractor performance and provides appropriate formal feedback and recommends contractor award and/or incentives.

Performs general administrative activities

Provides ongoing maintenance of basic web applications, databases, and web services.

Transitions data from legacy systems to new relational database structures.

Transitions the application/database to production; enhances application/database as needed

Translates user requirements from a formal requirements document into an application/database design.

Writes all necessary code.

Writes interfaces to companion applications or databases

Knowledge, Skills, and Abilities

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to plan, set goals and determine strategies for accomplishing results; monitors and evaluates progress toward goals

Ability to track and resolve programming bugs

Ability to translate user requirements into end-to-end design for applications/databases that may involve multiple interfaces to other applications or supporting database systems.

Ability to write clear, concise and effective requirements documents, correspondence, procedures and reports in accordance with policies.

Considerable knowledge and ability to program proficiently in two or more of the applications or database programming languages relevant to the project.

Considerable knowledge of the life-cycle process for software development, web applications, and implementation

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Developer - Senior

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Applications Developer specialty. Positions work under minimal technical guidance provided by a more senior technical project leader. Positions are responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Positions also draft technical program documentation, such as end-user operational instructions. Depending upon assignment, positions may be responsible for developing and maintaining software applications and/or databases, including web applications and user interfaces. Based on assignment, incumbents may serve as Contracting Officer Technical Representative responsible for a full range of contracting activities in coordination with contracting officer.

Short Summary:

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Duties, Tasks, and Responsibilities

Analyzes, designs, implements and maintains the database applications and structures

Attends meetings and training sessions to increase proficiency in job-related skills and procedures.

Based on assignment, may be responsible for: Design, Development and Maintenance of Software Applications and/or Databases.

Conducts unit/functional testing.

Consults with client to develop formal user requirements.

Consults with client to develop user requirements

Design, Development and Maintenance of Websites and Web Databases

Designs, and develops the layout and user interface.

Designs, codes and debugs web applications; designs and maintains interactive web databases and web services; designs graphics and user interfaces.

Develops, tests, implements and maintains complex applications and/or databases

Ensures that the new application can access data that has been transitioned to the new database structure.

Maintains currency on tools, methodologies, technologies and programming languages

Organizes content, develops color schemes, designs and produces graphics.

Participates in contracting activities to evaluate different acquisition approaches; develops a contracting strategy and completes required documentation; participates in the competitive evaluation process to identify qualified contractors; monitors and evaluates contractor performance and provides appropriate formal feedback and recommends contractor award and/or incentives.

Performs general administrative activities

Provides ongoing maintenance of basic web applications, databases, and web services.

Transitions data from legacy systems to new relational database structures.

Transitions the application/database to production; enhances application/database as needed

Translates user requirements from a formal requirements document into an application/database design.

Writes all necessary code.

Writes interfaces to companion applications or databases

Knowledge, Skills, and Abilities

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to plan, set goals and determine strategies for accomplishing results; monitors and evaluates progress toward goals

Ability to track and resolve programming bugs

Ability to translate user requirements into end-to-end design for applications/databases that may involve multiple interfaces to other applications or supporting database systems.

Ability to write clear, concise and effective requirements documents, correspondence, procedures and reports in accordance with policies.

Considerable knowledge and ability to program proficiently in two or more of the applications or database programming languages relevant to the project.

Considerable knowledge of the life-cycle process for software development, web applications, and implementation

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Developer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Applications Developer specialty. Positions work under minimal technical guidance provided by a more senior technical project leader. Positions are responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Positions also draft technical program documentation, such as end-user operational instructions. Depending upon assignment, positions may be responsible for developing and maintaining software applications and/or databases, including web applications and user interfaces. Based on assignment, incumbents may serve as Contracting Officer Technical Representative responsible for a full range of contracting activities in coordination with contracting officer.

Short Summary:

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Duties, Tasks, and Responsibilities

Analyzes, designs, implements and maintains the database applications and structures

Attends meetings and training sessions to increase proficiency in job-related skills and procedures.

Based on assignment, may be responsible for: Design, Development and Maintenance of Software Applications and/or Databases.

Conducts unit/functional testing.

Consults with client to develop formal user requirements.

Consults with client to develop user requirements

Design, Development and Maintenance of Websites and Web Databases

Designs, and develops the layout and user interface.

Designs, codes and debugs web applications; designs and maintains interactive web databases and web services; designs graphics and user interfaces.

Develops, tests, implements and maintains complex applications and/or databases

Ensures that the new application can access data that has been transitioned to the new database structure.

Maintains currency on tools, methodologies, technologies and programming languages

Organizes content, develops color schemes, designs and produces graphics.

Participates in contracting activities to evaluate different acquisition approaches; develops a contracting strategy and completes required documentation; participates in the competitive evaluation process to identify qualified contractors; monitors and evaluates contractor performance and provides appropriate formal feedback and recommends contractor award and/or incentives.

Performs general administrative activities

Provides ongoing maintenance of basic web applications, databases, and web services.

Transitions data from legacy systems to new relational database structures.

Transitions the application/database to production; enhances application/database as needed

Translates user requirements from a formal requirements document into an application/database design.

Writes all necessary code.

Writes interfaces to companion applications or databases

Knowledge, Skills, and Abilities

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to plan, set goals and determine strategies for accomplishing results; monitors and evaluates progress toward goals

Ability to track and resolve programming bugs

Ability to translate user requirements into end-to-end design for applications/databases that may involve multiple interfaces to other applications or supporting database systems.

Ability to write clear, concise and effective requirements documents, correspondence, procedures and reports in accordance with policies.

Considerable knowledge and ability to program proficiently in two or more of the applications or database programming languages relevant to the project.

Considerable knowledge of the life-cycle process for software development, web applications, and implementation

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Manager - Developmental

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is technical, management work within the multi-level Applications Developer specialty of the Information Technology occupation. Positions serve as the senior technical referent for Applications and are responsible for managing staff and/or contractors in the performance of the design, development, implementation and maintenance of applications, databases and websites within the IT Architecture. Positions are also responsible for directing and monitoring the strategic technical planning for the development, implementation, and maintenance of applications, databases and web applications in support of current and future mission needs. Positions work collaboratively with senior management to develop and implement long-range plans, assess project and program feasibility, perform cost versus benefit analysis, prioritize projects and initiatives, and make major architectural design decisions. Duties include reviewing application/systems architecture and designs to assess risk, trade-offs and alternative solutions; coordinating with the organization's data architects to ensure the synchronization of organizational data; and developing and implementing system plans that address the information requirements of the enterprise. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Short Summary:

This is technical, management work within the multi-level Applications Developer specialty of the Information Technology occupation. Positions serve as the senior technical referent for Applications and are responsible for managing staff and/or contractors in the performance of the design, development, implementation and maintenance of applications, databases and websites within the IT Architecture. Positions are also responsible for directing and monitoring the strategic technical planning for the development, implementation, and maintenance of applications, databases and web applications in support of current and future mission needs. Positions work collaboratively with senior management to develop and implement long-range plans, assess project and program feasibility, perform cost versus benefit analysis, prioritize projects and initiatives, and make major architectural design decisions. Duties include reviewing application/systems architecture and designs to assess risk, trade-offs and alternative solutions; coordinating with the organization's data architects to ensure the synchronization of organizational data; and developing and implementing system plans that address the information requirements of the enterprise. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Duties, Tasks, and Responsibilities

Conducts long range planning; evaluates project feasibilities and priorities; develops and tracks project schedules and budgets.

Coordinates on staff resource decisions to meet corporate strategic goals

Coordinates with the 's data architects to ensure the synchronization of organizational data.

Depending on assignment, may play an active role in recruiting, external hiring, and selection for the component

Develops and implements system plans that address the information requirements of the enterprise and adhere to established strategic business and systems objectives.

Develops and manages program/project budgets

Directs and monitors the technical planning, development, implementation and maintenance of applications, databases and web applications.

Directs the work of Managers and/or Senior Project Managers to ensure that CIO work is performed in an accurate and timely fashion.

Ensures Security, Safety, and Counter-Intelligence regulations, policies, and procedures are followed.

Ensures complex system problems are resolved

Evaluates the performance and skills of subordinates and provides performance and developmental feedback on an ongoing basis; rewards, retains and disciplines staff as appropriate; resolves interpersonal/teamwork related problems; oversees training and development of staff

Incorporates and manages diversity and "best management practices " in the workplace

Maintains currency on tools, methodologies, technologies and programming languages

Manages and provides direction and guidance to staff or contractors in the performance of design, development, implementation and maintenance of applications, databases and websites.

Manages the establishment of performance objectives and standards; assists subordinates including other Managers and/or Senior Project Managers in setting individual goals

Monitors program/project development

Participates in personnel selection and assignment processes

Performs general administrative activities

Prioritizes and delegates work/project assignments; assesses and determines team member composition

Provides advice and guidance on CIO processes, policy interpretation, workflow, and Directorate/MSO priorities. Provides expert technical guidance and direction to project managers and application developers as necessary

Represents the organization as a member of various internal and external boards, task forces and working groups relevant to CIO's mission, providing advice and guidance on organization-wide and - wide CIO plans, policies, and regulations, and reviewing the adequacy of resources available to organization/CIO programs.

Reviews and prepares complex correspondence, procedures, manuals, reports, briefings and technical designs.

Reviews application/systems architecture and designs to assess risks, tradeoffs and alternative solutions

Serves as an Agent for Change in the component and CIO; manages the successful and smooth transition from current to desired culture, practices, structure and overall organizational environment as defined by senior leaders.

Sets own career development objectives and continuously improves own level of substantive competence. Maintains relevant certifications

Knowledge, Skills, and Abilities

Ability to address training and career development needs of individuals, teams or organization to achieve strategic organizational objectives. Ability to anticipate the changing demands for skills and plans to meet the future demands.

Ability to assess risks, tradeoffs and alternative solutions when reviewing application/systems architecture and designs

Ability to be an agent for change, demonstrated by building commitment and allocating resources to make change happen; leading the definition of organizational vision and mission; designing processes, structures, reporting relationships, roles and responsibilities to support change; designing or participating in the design of a transition strategy and communications campaign for change; implementing a strategy for change

Ability to build a business case for a new technology, project or application with complete funding profile including return on investment analysis.

Ability to delegate, coordinate, supervise, motivate, and evaluate staff effectively to achieve results.

Ability to develop and present complex correspondence, technical documents, reports and proposals.

Ability to develop budget estimates and ensure that project expenditures remain within budget.

Ability to effectively define and communicate organizational vision, objectives, initiatives and issues; inspire and motivate others to share vision and work toward its achievement; and collaborate with others to achieve outstanding performance, especially in difficult circumstances and major transitions.

Ability to effectively monitor program/project development. Thorough understanding of the Project Management Process (CPMP).

Ability to influence strategic or high impact decisions using effective negotiation skills to address difficult issues with Senior and Executive Managers.

Ability to translate complex technical terminology, concepts and issues in terms understandable to management and staff.

Considerable knowledge of Project Management concepts and principles.

Effective leadership and management skills, gained through previous assignments in formal and informal leadership roles

Highly effective interpersonal skills, demonstrated by building relationships and networks within the Intelligence Community, the , and with subordinates.

Technical knowledge appropriate to the assignment:
- Thorough knowledge of software life-cycle management.
- Fundamental knowledge of several of the application or database programming languages relevant to current projects and Enterprise Technical Architecture.
- Ability to maintain currency on tools, methodologies, technologies and programming languages.
- Thorough understanding of services with particular depth in the area of applications services.

Thorough knowledge and ability to adhere to and ensure compliance with all Security and Safety standards, Counter-Intelligence policies and procedures

Thorough knowledge of Contracting Officer's Technical Representative concepts and principles.

Working knowledge of Resource Management policies and procedures gained from previous experience with Contracting, Procurement, Budgeting, Finance and/or Project Management

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Manager - Expert

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is technical, management work within the multi-level Applications Developer specialty of the Information Technology occupation. Positions serve as the senior technical referent for Applications and are responsible for managing staff and/or contractors in the performance of the design, development, implementation and maintenance of applications, databases and websites within the IT Architecture. Positions are also responsible for directing and monitoring the strategic technical planning for the development, implementation, and maintenance of applications, databases and web applications in support of current and future mission needs. Positions work collaboratively with senior management to develop and implement long-range plans, assess project and program feasibility, perform cost versus benefit analysis, prioritize projects and initiatives, and make major architectural design decisions. Duties include reviewing application/systems architecture and designs to assess risk, trade-offs and alternative solutions; coordinating with the organization's data architects to ensure the synchronization of organizational data; and developing and implementing system plans that address the information requirements of the enterprise. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Short Summary:

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Duties, Tasks, and Responsibilities

Conducts long range planning; evaluates project feasibilities and priorities; develops and tracks project schedules and budgets.

Coordinates on staff resource decisions to meet corporate strategic goals

Coordinates with the 's data architects to ensure the synchronization of organizational data.

Depending on assignment, may play an active role in recruiting, external hiring, and selection for the component

Develops and implements system plans that address the information requirements of the enterprise and adhere to established strategic business and systems objectives.

Develops and manages program/project budgets

Directs and monitors the technical planning, development, implementation and maintenance of applications, databases and web applications.

Directs the work of Managers and/or Senior Project Managers to ensure that CIO work is performed in an accurate and timely fashion.

Ensures Security, Safety, and Counter-Intelligence regulations, policies, and procedures are followed.

Ensures complex system problems are resolved

Evaluates the performance and skills of subordinates and provides performance and developmental feedback on an ongoing basis; rewards, retains and disciplines staff as appropriate; resolves interpersonal/teamwork related problems; oversees training and development of staff

Incorporates and manages diversity and "best management practices " in the workplace

Maintains currency on tools, methodologies, technologies and programming languages

Manages and provides direction and guidance to staff or contractors in the performance of design, development, implementation and maintenance of applications, databases and websites.

Manages the establishment of performance objectives and standards; assists subordinates including other Managers and/or Senior Project Managers in setting individual goals

Monitors program/project development

Participates in personnel selection and assignment processes

Performs general administrative activities

Prioritizes and delegates work/project assignments; assesses and determines team member composition

Provides advice and guidance on CIO processes, policy interpretation, workflow, and Directorate/MSO priorities. Provides expert technical guidance and direction to project managers and application developers as necessary

Represents the organization as a member of various internal and external boards, task forces and working groups relevant to CIO's mission, providing advice and guidance on organization-wide and -wide CIO plans, policies, and regulations, and reviewing the adequacy of resources available to organization/CIO programs.

Reviews and prepares complex correspondence, procedures, manuals, reports, briefings and technical designs.

Reviews application/systems architecture and designs to assess risks, tradeoffs and alternative solutions

Serves as an Agent for Change in the component and CIO; manages the successful and smooth transition from current to desired culture, practices, structure and overall organizational environment as defined by senior leaders.

Sets own career development objectives and continuously improves own level of substantive competence. Maintains relevant certifications

Knowledge, Skills, and Abilities

Ability to address training and career development needs of individuals, teams or organization to achieve strategic organizational objectives. Ability to anticipate the changing demands for skills and plans to meet the future demands.

Ability to assess risks, tradeoffs and alternative solutions when reviewing application/systems architecture and designs

Ability to be an agent for change, demonstrated by building commitment and allocating resources to make change happen; leading the definition of organizational vision and mission; designing processes, structures, reporting relationships, roles and responsibilities to support change; designing or participating in the design of a transition strategy and communications campaign for change; implementing a strategy for change

Ability to build a business case for a new technology, project or application with complete funding profile including return on investment analysis.

Ability to delegate, coordinate, supervise, motivate, and evaluate staff effectively to achieve results.

Ability to develop and present complex correspondence, technical documents, reports and proposals.

Ability to develop budget estimates and ensure that project expenditures remain within budget.

Ability to effectively define and communicate organizational vision, objectives, initiatives and issues; inspire and motivate others to share vision and work toward its achievement; and collaborate with others to achieve outstanding performance, especially in difficult circumstances and major transitions.

Ability to effectively monitor program/project development. Thorough understanding of the Project Management Process (CPMP).

Ability to influence strategic or high impact decisions using effective negotiation skills to address difficult issues with Senior and Executive Managers.

Ability to translate complex technical terminology, concepts and issues in terms understandable to management and staff.

Considerable knowledge of Project Management concepts and principles.

Effective leadership and management skills, gained through previous assignments in formal and informal leadership roles

Highly effective interpersonal skills, demonstrated by building relationships and networks within the Intelligence Community, the , and with subordinates.

Technical knowledge appropriate to the assignment:
- Thorough knowledge of software life-cycle management.
- Fundamental knowledge of several of the application or database programming languages relevant to current projects and Enterprise Technical Architecture.
- Ability to maintain currency on tools, methodologies, technologies and programming languages.
- Thorough understanding of services with particular depth in the area of applications services.

Thorough knowledge and ability to adhere to and ensure compliance with all Security and Safety standards, Counter-Intelligence policies and procedures

Thorough knowledge of Contracting Officer's Technical Representative concepts and principles.

Working knowledge of Resource Management policies and procedures gained from previous experience with Contracting, Procurement, Budgeting, Finance and/or Project Management

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

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Desktop computers

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Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Manager - Full Performance

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:
 [15-1132] Software Developers, Applications

Long Summary:
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Duties, Tasks, and Responsibilities

  Conducts long range planning; evaluates project feasibilities and priorities; develops and tracks project

schedules and budgets.

Coordinates on staff resource decisions to meet corporate strategic goals

Coordinates with the 's data architects to ensure the synchronization of organizational data.

Depending on assignment, may play an active role in recruiting, external hiring, and selection for the component

Develops and implements system plans that address the information requirements of the enterprise and adhere to established strategic business and systems objectives.

Develops and manages program/project budgets

Directs and monitors the technical planning, development, implementation and maintenance of applications, databases and web applications.

Directs the work of Managers and/or Senior Project Managers to ensure that CIO work is performed in an accurate and timely fashion.

Ensures Security, Safety, and Counter-Intelligence regulations, policies, and procedures are followed.

Ensures complex system problems are resolved

Evaluates the performance and skills of subordinates and provides performance and developmental feedback on an ongoing basis; rewards, retains and disciplines staff as appropriate; resolves interpersonal/teamwork related problems; oversees training and development of staff

Incorporates and manages diversity and "best management practices " in the workplace

Maintains currency on tools, methodologies, technologies and programming languages

Manages and provides direction and guidance to staff or contractors in the performance of design, development, implementation and maintenance of applications, databases and websites.

Manages the establishment of performance objectives and standards; assists subordinates including other Managers and/or Senior Project Managers in setting individual goals

Monitors program/project development

Participates in personnel selection and assignment processes

Performs general administrative activities

Prioritizes and delegates work/project assignments; assesses and determines team member composition

Provides advice and guidance on CIO processes, policy interpretation, workflow, and Directorate/MSO priorities. Provides expert technical guidance and direction to project managers and application developers as necessary

Represents the organization as a member of various internal and external boards, task forces and working groups relevant to CIO's mission, providing advice and guidance on organization-wide and -wide CIO plans, policies, and regulations, and reviewing the adequacy of resources available to organization/CIO programs.

Reviews and prepares complex correspondence, procedures, manuals, reports, briefings and technical designs.

Reviews application/systems architecture and designs to assess risks, tradeoffs and alternative solutions

Serves as an Agent for Change in the component and CIO; manages the successful and smooth transition from current to desired culture, practices, structure and overall organizational environment as defined by senior leaders.

Sets own career development objectives and continuously improves own level of substantive competence. Maintains relevant certifications

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Ability to develop and present complex correspondence, technical documents, reports and proposals.

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Ability to translate complex technical terminology, concepts and issues in terms understandable to management and staff.

Considerable knowledge of Project Management concepts and principles.

Effective leadership and management skills, gained through previous assignments in formal and informal leadership roles

Highly effective interpersonal skills, demonstrated by building relationships and networks within the Intelligence Community, the , and with subordinates.

Technical knowledge appropriate to the assignment:
- Thorough knowledge of software life-cycle management.
- Fundamental knowledge of several of the application or database programming languages relevant to current projects and Enterprise Technical Architecture.
- Ability to maintain currency on tools, methodologies, technologies and programming languages.
- Thorough understanding of services with particular depth in the area of applications services.

Thorough knowledge and ability to adhere to and ensure compliance with all Security and Safety standards, Counter-Intelligence policies and procedures

Thorough knowledge of Contracting Officer's Technical Representative concepts and principles.

Working knowledge of Resource Management policies and procedures gained from previous experience with Contracting, Procurement, Budgeting, Finance and/or Project Management

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Manager - Manager

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is technical, management work within the multi-level Applications Developer specialty of the Information Technology occupation. Positions serve as the senior technical referent for Applications and are responsible for managing staff and/or contractors in the performance of the design, development, implementation and maintenance of applications, databases and websites within the IT Architecture. Positions are also responsible for directing and monitoring the strategic technical planning for the development, implementation, and maintenance of applications, databases and web applications in support of current and future mission needs. Positions work collaboratively with senior management to develop and implement long-range plans, assess project and program feasibility, perform cost versus benefit analysis, prioritize projects and initiatives, and make major architectural design decisions. Duties include reviewing application/systems architecture and designs to assess risk, trade-offs and alternative solutions; coordinating with the organization's data architects to ensure the synchronization of organizational data; and developing and implementing system plans that address the information requirements of the enterprise. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Short Summary:

This is technical, management work within the multi-level Applications Developer specialty of the Information Technology occupation. Positions serve as the senior technical referent for Applications and are responsible for managing staff and/or contractors in the performance of the design, development, implementation and maintenance of applications, databases and websites within the IT Architecture. Positions are also responsible for directing and monitoring the strategic technical planning for the development, implementation, and maintenance of applications, databases and web applications in support of current and future mission needs. Positions work collaboratively with senior management to develop and implement long-range plans, assess project and program feasibility, perform cost versus benefit analysis, prioritize projects and initiatives, and make major architectural design decisions. Duties include reviewing application/systems architecture and designs to assess risk, trade-offs and alternative solutions; coordinating with the organization's data architects to ensure the synchronization of organizational data; and developing and implementing system plans that address the information requirements of the enterprise. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Duties, Tasks, and Responsibilities

Conducts long range planning; evaluates project feasibilities and priorities; develops and tracks project schedules and budgets.

Coordinates on staff resource decisions to meet corporate strategic goals

Coordinates with the 's data architects to ensure the synchronization of organizational data.

Depending on assignment, may play an active role in recruiting, external hiring, and selection for the component

Develops and implements system plans that address the information requirements of the enterprise and adhere to established strategic business and systems objectives.

Develops and manages program/project budgets

Directs and monitors the technical planning, development, implementation and maintenance of applications, databases and web applications.

Directs the work of Managers and/or Senior Project Managers to ensure that CIO work is performed in an accurate and timely fashion.

Ensures Security, Safety, and Counter-Intelligence regulations, policies, and procedures are followed.

Ensures complex system problems are resolved

Evaluates the performance and skills of subordinates and provides performance and developmental feedback on an ongoing basis; rewards, retains and disciplines staff as appropriate; resolves interpersonal/teamwork related problems; oversees training and development of staff

Incorporates and manages diversity and "best management practices " in the workplace

Maintains currency on tools, methodologies, technologies and programming languages

Manages and provides direction and guidance to staff or contractors in the performance of design, development, implementation and maintenance of applications, databases and websites.

Manages the establishment of performance objectives and standards; assists subordinates including other Managers and/or Senior Project Managers in setting individual goals

Monitors program/project development

Participates in personnel selection and assignment processes

Performs general administrative activities

Prioritizes and delegates work/project assignments; assesses and determines team member composition

Provides advice and guidance on CIO processes, policy interpretation, workflow, and Directorate/MSO priorities. Provides expert technical guidance and direction to project managers and application developers as necessary

Represents the organization as a member of various internal and external boards, task forces and working groups relevant to CIO's mission, providing advice and guidance on organization-wide and -wide CIO plans, policies, and regulations, and reviewing the adequacy of resources available to organization/CIO programs.

Reviews and prepares complex correspondence, procedures, manuals, reports, briefings and technical designs.

Reviews application/systems architecture and designs to assess risks, tradeoffs and alternative solutions

Serves as an Agent for Change in the component and CIO; manages the successful and smooth transition from current to desired culture, practices, structure and overall organizational environment as defined by senior leaders.

Sets own career development objectives and continuously improves own level of substantive competence. Maintains relevant certifications

Knowledge, Skills, and Abilities

Ability to address training and career development needs of individuals, teams or organization to achieve strategic organizational objectives. Ability to anticipate the changing demands for skills and plans to meet the future demands.

Ability to assess risks, tradeoffs and alternative solutions when reviewing application/systems architecture and designs

Ability to be an agent for change, demonstrated by building commitment and allocating resources to make change happen; leading the definition of organizational vision and mission; designing processes, structures, reporting relationships, roles and responsibilities to support change; designing or participating in the design of a transition strategy and communications campaign for change; implementing a strategy for change

Ability to build a business case for a new technology, project or application with complete funding profile including return on investment analysis.

Ability to delegate, coordinate, supervise, motivate, and evaluate staff effectively to achieve results.

Ability to develop and present complex correspondence, technical documents, reports and proposals.

Ability to develop budget estimates and ensure that project expenditures remain within budget.

Ability to effectively define and communicate organizational vision, objectives, initiatives and issues; inspire and motivate others to share vision and work toward its achievement; and collaborate with others to achieve outstanding performance, especially in difficult circumstances and major transitions.

Ability to effectively monitor program/project development. Thorough understanding of the Project Management Process (CPMP).

Ability to influence strategic or high impact decisions using effective negotiation skills to address difficult issues with Senior and Executive Managers.

Ability to translate complex technical terminology, concepts and issues in terms understandable to management and staff.

Considerable knowledge of Project Management concepts and principles.

Effective leadership and management skills, gained through previous assignments in formal and informal leadership roles

Highly effective interpersonal skills, demonstrated by building relationships and networks within the Intelligence Community, the , and with subordinates.

Technical knowledge appropriate to the assignment:
- Thorough knowledge of software life-cycle management.
- Fundamental knowledge of several of the application or database programming languages relevant to current projects and Enterprise Technical Architecture.
- Ability to maintain currency on tools, methodologies, technologies and programming languages.
- Thorough understanding of services with particular depth in the area of applications services.

Thorough knowledge and ability to adhere to and ensure compliance with all Security and Safety standards, Counter-Intelligence policies and procedures

Thorough knowledge of Contracting Officer's Technical Representative concepts and principles.

Working knowledge of Resource Management policies and procedures gained from previous experience with Contracting, Procurement, Budgeting, Finance and/or Project Management

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Manager - Senior

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:
[15-1132] Software Developers, Applications

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is technical, management work within the multi-level Applications Developer specialty of the Information Technology occupation. Positions serve as the senior technical referent for Applications and are responsible for managing staff and/or contractors in the performance of the design, development, implementation and maintenance of applications, databases and websites within the IT Architecture. Positions are also responsible for directing and monitoring the strategic technical planning for the development, implementation, and maintenance of applications, databases and web applications in support of current and future mission needs. Positions work collaboratively with senior management to develop and implement long-range plans, assess project and program feasibility, perform cost versus benefit analysis, prioritize projects and initiatives, and make major architectural design decisions. Duties include reviewing application/systems architecture and designs to assess risk, trade-offs and alternative solutions; coordinating with the organization's data architects to ensure the synchronization of organizational data; and developing and implementing system plans that address the information requirements of the enterprise. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Short Summary:

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Duties, Tasks, and Responsibilities

Conducts long range planning; evaluates project feasibilities and priorities; develops and tracks project

schedules and budgets.

Coordinates on staff resource decisions to meet corporate strategic goals

Coordinates with the 's data architects to ensure the synchronization of organizational data.

Depending on assignment, may play an active role in recruiting, external hiring, and selection for the component

Develops and implements system plans that address the information requirements of the enterprise and adhere to established strategic business and systems objectives.

Develops and manages program/project budgets

Directs and monitors the technical planning, development, implementation and maintenance of applications, databases and web applications.

Directs the work of Managers and/or Senior Project Managers to ensure that CIO work is performed in an accurate and timely fashion.

Ensures Security, Safety, and Counter-Intelligence regulations, policies, and procedures are followed.

Ensures complex system problems are resolved

Evaluates the performance and skills of subordinates and provides performance and developmental feedback on an ongoing basis; rewards, retains and disciplines staff as appropriate; resolves interpersonal/teamwork related problems; oversees training and development of staff

Incorporates and manages diversity and "best management practices " in the workplace

Maintains currency on tools, methodologies, technologies and programming languages

Manages and provides direction and guidance to staff or contractors in the performance of design, development, implementation and maintenance of applications, databases and websites.

Manages the establishment of performance objectives and standards; assists subordinates including other Managers and/or Senior Project Managers in setting individual goals

Monitors program/project development

Participates in personnel selection and assignment processes

Performs general administrative activities

Prioritizes and delegates work/project assignments; assesses and determines team member composition

Provides advice and guidance on CIO processes, policy interpretation, workflow, and Directorate/MSO priorities. Provides expert technical guidance and direction to project managers and application developers as necessary

Represents the organization as a member of various internal and external boards, task forces and working groups relevant to CIO's mission, providing advice and guidance on organization-wide and -wide CIO plans, policies, and regulations, and reviewing the adequacy of resources available to organization/CIO programs.

Reviews and prepares complex correspondence, procedures, manuals, reports, briefings and technical designs.

Reviews application/systems architecture and designs to assess risks, tradeoffs and alternative solutions

Serves as an Agent for Change in the component and CIO; manages the successful and smooth transition from current to desired culture, practices, structure and overall organizational environment as defined by senior leaders.

Sets own career development objectives and continuously improves own level of substantive competence. Maintains relevant certifications

Knowledge, Skills, and Abilities

Ability to address training and career development needs of individuals, teams or organization to achieve strategic organizational objectives. Ability to anticipate the changing demands for skills and plans to meet the future demands.

Ability to assess risks, tradeoffs and alternative solutions when reviewing application/systems architecture and designs

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Ability to build a business case for a new technology, project or application with complete funding profile including return on investment analysis.

Ability to delegate, coordinate, supervise, motivate, and evaluate staff effectively to achieve results.

Ability to develop and present complex correspondence, technical documents, reports and proposals.

Ability to develop budget estimates and ensure that project expenditures remain within budget.

Ability to effectively define and communicate organizational vision, objectives, initiatives and issues; inspire and motivate others to share vision and work toward its achievement; and collaborate with others to achieve outstanding performance, especially in difficult circumstances and major transitions.

Ability to effectively monitor program/project development. Thorough understanding of the Project Management Process (CPMP).

Ability to influence strategic or high impact decisions using effective negotiation skills to address difficult issues with Senior and Executive Managers.

Ability to translate complex technical terminology, concepts and issues in terms understandable to management and staff.

Considerable knowledge of Project Management concepts and principles.

Effective leadership and management skills, gained through previous assignments in formal and informal leadership roles

Highly effective interpersonal skills, demonstrated by building relationships and networks within the Intelligence Community, the , and with subordinates.

Technical knowledge appropriate to the assignment:
- Thorough knowledge of software life-cycle management.
- Fundamental knowledge of several of the application or database programming languages relevant to current projects and Enterprise Technical Architecture.
- Ability to maintain currency on tools, methodologies, technologies and programming languages.
- Thorough understanding of services with particular depth in the area of applications services.

Thorough knowledge and ability to adhere to and ensure compliance with all Security and Safety standards, Counter-Intelligence policies and procedures

Thorough knowledge of Contracting Officer's Technical Representative concepts and principles.

Working knowledge of Resource Management policies and procedures gained from previous experience with Contracting, Procurement, Budgeting, Finance and/or Project Management

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

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Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Applications Manager - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Application Services

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

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Coordinates with the 's data architects to ensure the synchronization of organizational data.

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Directs the work of Managers and/or Senior Project Managers to ensure that CIO work is performed in an accurate and timely fashion.

Ensures Security, Safety, and Counter-Intelligence regulations, policies, and procedures are followed.

Ensures complex system problems are resolved

Evaluates the performance and skills of subordinates and provides performance and developmental feedback on an ongoing basis; rewards, retains and disciplines staff as appropriate; resolves interpersonal/teamwork related problems; oversees training and development of staff

Incorporates and manages diversity and "best management practices " in the workplace

Maintains currency on tools, methodologies, technologies and programming languages

Manages and provides direction and guidance to staff or contractors in the performance of design, development, implementation and maintenance of applications, databases and websites.

Manages the establishment of performance objectives and standards; assists subordinates including other Managers and/or Senior Project Managers in setting individual goals

Monitors program/project development

Participates in personnel selection and assignment processes

Performs general administrative activities

Prioritizes and delegates work/project assignments; assesses and determines team member composition

Provides advice and guidance on CIO processes, policy interpretation, workflow, and Directorate/MSO priorities. Provides expert technical guidance and direction to project managers and application developers as necessary

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Highly effective interpersonal skills, demonstrated by building relationships and networks within the Intelligence Community, the , and with subordinates.

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Cloud computing technologies and environments

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Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Business Process Manager - Developmental

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:
 [15-1121] Computer Systems Analysts

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyze user needs to develop business process/software solutions. Assists in the design of processes, software or customizes software for client use with the aim of optimizing operational efficiency. Apply principles and techniques of business management, computer science, engineering, and mathematical analysis and other methodology as appropriate (e.g. Six Sigma; Rational Unified Process). Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Short Summary:

Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze down times, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Duties, Tasks, and Responsibilities

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine approach and feasibility of design within time and cost constraints.

Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with customers about software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge and understanding of Business Management and Administration

Knowledge and understanding of Computers and Electronics

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Problem Solving — Identifying problems and reviewing related information to develop and evaluate options and implement solutions.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Financial tracking software

Project Management software (Project, Primavera)

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Business Process Manager - Expert

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:
 [15-1121] Computer Systems Analysts

Long Summary:
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Duties, Tasks, and Responsibilities

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine approach and feasibility of design within time and cost constraints.

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Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Business Management and Administration

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

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Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Financial tracking software

Project Management software (Project, Primavera)

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Business Process Manager - Full Performance

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:
 [15-1121] Computer Systems Analysts

Long Summary:
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Short Summary:

Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Duties, Tasks, and Responsibilities

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine approach and feasibility of design within time and cost constraints.

Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.

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Consult with customers about software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Business Management and Administration

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics

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Technology Design

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Financial tracking software

Project Management software (Project, Primavera)

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Business Process Manager - Manager

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
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Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Business Management and Administration

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

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Work Environment

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Business Process Manager - Senior

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:
 [15-1121] Computer Systems Analysts

Long Summary:
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Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Financial tracking software

Project Management software (Project, Primavera)

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Business Process Manager - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:
[15-1121] Computer Systems Analysts

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyze user needs to develop business process/software solutions. Assists in the design of processes, software or customizes software for client use with the aim of optimizing operational efficiency. Apply principles and techniques of business management, computer science, engineering, and mathematical analysis and other methodology as appropriate (e.g. Six Sigma; Rational Unified Process). Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Short Summary:

Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Duties, Tasks, and Responsibilities

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine approach and feasibility of design within time and cost constraints.

Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with customers about software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Business Management and Administration

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Financial tracking software

Project Management software (Project, Primavera)

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Certification and Accreditation Certification Officer (CACO) - Full Performance

Skill Community: Security

Labor Group: Cyber Security

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:
 [15-1122] Information Security Analysts
 [15-1122] Information Security Analysts

Long Summary:
• Certification and Accreditation Certification Officers (CACOs) advise and assist the Sponsor's customers with the Lifecycle Certification and Accreditation (C&A) process and developing a Systems Security Plan (SSP). They monitor and track projects in the Risk Assessment Division C&A test queue. CACOs read and analyze SSPs and develop an understanding of the customer systems and applications. They coordinate C&A actions and system testing with appropriate security personnel. They develop risk assessment, recommend mitigating countermeasures, and write short, succinct risk assessment and certification reports for submission to the Chief Information Officer and Executive Director.

Short Summary:
• Certification and Accreditation Certification Officers (CACOs) advise and assist the Sponsor's customers with the Lifecycle Certification and Accreditation (C&A) process and developing a Systems Security Plan (SSP).--

Duties, Tasks, and Responsibilities

Act as C&A project register, managing the C&A registration process.

Assemble and submit C&A packages to Principal Accreditation Authority/ Designated Accreditation Authority.

Coordinate C&A actions and system testing with appropriate security personnel.

Maintain a document repository where C&A project documentation is stored.

Monitor and track projects in the RAD C&A test queue.

Read and analyze SSPs and develop understanding of systems and applications.

Record/register IPC actions concerning project approvals to operate in the C&A database.

Work closely with Agency Information Systems (AIS) developers to identify the appropriate certification/approval processes and authorities.

Knowledge, Skills, and Abilities

Capability to quickly assimilate the concept of new applications and relate them to the overall Sponsor computing and communications environments.

Demonstrated ability to act independently when making technical and business judgments.

Good communications skills, written and oral.

Knowledge of risk management methodology.

Knowledge with managing document repositories in database and Lotus Notes.

Knowledge with the use of process tracking and document control software.

Strong technical skills and analytic ability.

Thorough knowledge of the Sponsor's standard project cycle.

Working knowledge of AR 11-12 Certification Testing of Agency TS/SCI Information Systems and Applications.

Working knowledge of Intelligence Community Information Assurance policies and regulations and how they relate to the certification and accreditation process.

Minimum Certifications

ISC2 CISSP

SANS GSEC

Minimum Experience

Experience with managing document repositories in database and Lotus Notes

Experience with the use of process tracking and document control software

Technology

Information Assurance assessment tools

Lotus Notes,

Microsoft Office

encryption technologies

identity and authentication technologies.

Tools

Computers

Work Environment

Work is primarily performed in an office environment and/or computer laboratory.

Supervision Received and Given

Received: Supervision is provided by the Government Task Manager.
Given: none

Chief Cyber Security Engineer/Architect - Expert

Skill Community: Security

Labor Group: Cyber Security

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:

Long Summary:
The Chief Engineer/Architect is the main technical focal point of the Program/Project existing and future efforts. This person act as the primary Program/Project resource capturing and communicating the overall use of the various technologies and program capabilities and ensures all Network Defense capabilities are kept current and evolve to meet the demands of the changing threat landscape. The Chief Engineer/Architect participates in all technical meetings or discussions as deemed necessary by the COTR and/or designated Government Task Manager.

Short Summary:
The Chief Engineer/Architect is the main technical focal point that ensures Network Defense capabilities are kept current and evolve to meet the demands of the changing threat landscape.

Duties, Tasks, and Responsibilities

Based on the latest trends and technologies, ensures that the Sponsors cyber defense protections are adequate and effective and make recommendations on the way forward.

Ensure changes are made using an approval process agreed to in advance.

In coordination with staff management to ensure compliance with all applicable Agency, requirements for managing IT engineering projects.

Maintains system baselines and configuration management items, including security event monitoring "policies" in a manner determined and agreed to by the Sponsors Program/Project management.

The Chief Engineer/Architect may be called on to lead special projects or investigations into specific technology or solution issues and to shepherd research and piloting of new capabilities with project engineers and/or partner organizations as required.

Knowledge, Skills, and Abilities

Familiarity with System Development Lifecycle, Program Management, and process methodology related to governance, management, engineering, and operations with experience in supporting project activities at engineering and operations review boards.

Good interpersonal, organizational, writing, communications and briefing skills

Knowledge of and experience in configuration management controls and use.

Strong analytical and problem solving skills.

Minimum Education

A bachelor's degree in electrical engineering, computer engineering, computer science, or other closely related discipline. Master's degree and architect training preferred.

Minimum Experience

identity and authentication technologies

Technology

Information Assurance assessment tools

Lotus Notes

Microsoft Office

encryption technologies

identity and authentication technologies

Tools

Computers

Work Environment

Work is primarily performed in an office environment and/or computer laboratory

Supervision Received and Given

Received: from the COTR, Government Task Manager and contractor task manager.
Given: Depending on assignment, may serve as team lead or first line supervisor for assigned contractor staff

Circuit Design and Drawing - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:
 [17-2060] Computer Hardware Engineers
 [17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Architect, design, implement, and test circuits for high speed networking applications. Create signal processing filters which extract information from electrical currents and voltages.

Short Summary:

Architect, design, implement, and test circuits for high speed networking applications. Create signal processing filters which extract information from electrical currents and voltages.

Duties, Tasks, and Responsibilities

Architect, design, and implement test circuits for high speed networking applications.

Build inventories and maintain accurate information as it pertains to network components, circuits, routers, switches, racks, etc.

Develop, implement and maintain standardized procedures for adding, deleting, and modifying records of inventoried network elements.

Work extensively with IT and related teams in the deployment, stabilization, and ongoing operation of the systems.

Work with systems engineers to understand feature requirements, develop architectural approaches to problems

Knowledge, Skills, and Abilities

Ability to select components based on cost and space limitations

Debug end-to-end implementations across functional teams, and write release notes.

Excellent understanding of various network components.

Integrate hardware and software

Knowledge of component and transmission medium compatibility and interconnection.

Perform laboratory tests using specialized equipment

Perform signal integrity simulations

Test at subsystem level

Work with schematic capture tools

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Simulation software

Tools

Network Analyzer; Spectrum Analyzer; Power Meter

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Circuit Design and Drawing - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2072] Electronics Engineers, Except Computer

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Architect, design, implement, and test circuits for high speed networking applications. Create signal processing filters which extract information from electrical currents and voltages.

Short Summary:

Architect, design, implement, and test circuits for high speed networking applications. Create signal processing filters which extract information from electrical currents and voltages.

Duties, Tasks, and Responsibilities

Architect, design, and implement test circuits for high speed networking applications.

Build inventories and maintain accurate information as it pertains to network components, circuits, routers, switches, racks, etc.

Develop, implement and maintain standardized procedures for adding, deleting, and modifying records of inventoried network elements.

Work extensively with IT and related teams in the deployment, stabilization, and ongoing operation of the systems.

Work with systems engineers to understand feature requirements, develop architectural approaches to problems

Knowledge, Skills, and Abilities

Ability to select components based on cost and space limitations

Debug end-to-end implementations across functional teams, and write release notes.

Excellent understanding of various network components.

Integrate hardware and software

Knowledge of component and transmission medium compatibility and interconnection.

Perform laboratory tests using specialized equipment

Perform signal integrity simulations

Test at subsystem level

Work with schematic capture tools

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Simulation software

Tools

Network Analyzer; Spectrum Analyzer; Power Meter

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Circuit Design and Drawing - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Architect, design, implement, and test circuits for high speed networking applications. Create signal processing filters which extract information from electrical currents and voltages.

Short Summary:
Architect, design, implement, and test circuits for high speed networking applications. Create signal processing filters which extract information from electrical currents and voltages.

Duties, Tasks, and Responsibilities

Architect, design, and implement test circuits for high speed networking applications.

Build inventories and maintain accurate information as it pertains to network components, circuits, routers, switches, racks, etc.

Develop, implement and maintain standardized procedures for adding, deleting, and modifying records of inventoried network elements.

Work extensively with IT and related teams in the deployment, stabilization, and ongoing operation of the systems.

Work with systems engineers to understand feature requirements, develop architectural approaches to problems

Knowledge, Skills, and Abilities

Ability to select components based on cost and space limitations

Debug end-to-end implementations across functional teams, and write release notes.

Excellent understanding of various network components.

Integrate hardware and software

Knowledge of component and transmission medium compatibility and interconnection.

Perform laboratory tests using specialized equipment

Perform signal integrity simulations

Test at subsystem level

Work with schematic capture tools

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Simulation software

Tools

Network Analyzer; Spectrum Analyzer; Power Meter

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Circuit Design and Drawing - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:
 [17-2060] Computer Hardware Engineers
 [17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Architect, design, implement, and test circuits for high speed networking applications. Create signal processing filters which extract information from electrical currents and voltages.

Short Summary:

Architect, design, implement, and test circuits for high speed networking applications. Create signal processing filters which extract information from electrical currents and voltages.

Duties, Tasks, and Responsibilities

Architect, design, and implement test circuits for high speed networking applications.

Build inventories and maintain accurate information as it pertains to network components, circuits, routers, switches, racks, etc.

Develop, implement and maintain standardized procedures for adding, deleting, and modifying records of inventoried network elements.

Work extensively with IT and related teams in the deployment, stabilization, and ongoing operation of the systems.

Work with systems engineers to understand feature requirements, develop architectural approaches to problems

Knowledge, Skills, and Abilities

Ability to select components based on cost and space limitations

Debug end-to-end implementations across functional teams, and write release notes.

Excellent understanding of various network components.

Integrate hardware and software

Knowledge of component and transmission medium compatibility and interconnection.

Perform laboratory tests using specialized equipment

Perform signal integrity simulations

Test at subsystem level

Work with schematic capture tools

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Simulation software

Tools

Network Analyzer; Spectrum Analyzer; Power Meter

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Circuit Design and Drawing - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:
 [17-2060] Computer Hardware Engineers
 [17-2072] Electronics Engineers, Except Computer

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Architect, design, implement, and test circuits for high speed networking applications. Create signal processing filters which extract information from electrical currents and voltages.

Short Summary:

Architect, design, implement, and test circuits for high speed networking applications. Create signal processing filters which extract information from electrical currents and voltages.

Duties, Tasks, and Responsibilities

Architect, design, and implement test circuits for high speed networking applications.

Build inventories and maintain accurate information as it pertains to network components, circuits, routers, switches, racks, etc.

Develop, implement and maintain standardized procedures for adding, deleting, and modifying records of inventoried network elements.

Work extensively with IT and related teams in the deployment, stabilization, and ongoing operation of the systems.

Work with systems engineers to understand feature requirements, develop architectural approaches to problems

Knowledge, Skills, and Abilities

Ability to select components based on cost and space limitations

Debug end-to-end implementations across functional teams, and write release notes.

Excellent understanding of various network components.

Integrate hardware and software

Knowledge of component and transmission medium compatibility and interconnection.

Perform laboratory tests using specialized equipment

Perform signal integrity simulations

Test at subsystem level

Work with schematic capture tools

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Simulation software

Tools

Network Analyzer; Spectrum Analyzer; Power Meter

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Circuit Design and Drawing - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Architect, design, implement, and test circuits for high speed networking applications. Create signal processing filters which extract information from electrical currents and voltages.

Short Summary:
Architect, design, implement, and test circuits for high speed networking applications. Create signal processing filters which extract information from electrical currents and voltages.

Duties, Tasks, and Responsibilities

Architect, design, and implement test circuits for high speed networking applications.

Build inventories and maintain accurate information as it pertains to network components, circuits, routers, switches, racks, etc.

Develop, implement and maintain standardized procedures for adding, deleting, and modifying records of inventoried network elements.

Work extensively with IT and related teams in the deployment, stabilization, and ongoing operation of the systems.

Work with systems engineers to understand feature requirements, develop architectural approaches to problems

Knowledge, Skills, and Abilities

Ability to select components based on cost and space limitations

Debug end-to-end implementations across functional teams, and write release notes.

Excellent understanding of various network components.

Integrate hardware and software

Knowledge of component and transmission medium compatibility and interconnection.

Perform laboratory tests using specialized equipment

Perform signal integrity simulations

Test at subsystem level

Work with schematic capture tools

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Simulation software

Tools

Network Analyzer; Spectrum Analyzer; Power Meter

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Communications Hardware Engineer - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:
 [17-2060] Computer Hardware Engineers
 [17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Short Summary:
Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Duties, Tasks, and Responsibilities

Add, delete, and modify; as required, host, terminal, and network devices.

Analyze and implement communications standards and protocols according to site requirements.

Analyze existing requirements and prepares specifications for hardware acquisitions.

Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications.

Assist and coordinate with communications network specialists in the area of communications software.

Conduct sites surveys; assess and document current site network configuration and user requirements.

Configure computers, communications devices and peripheral equipment.

Develop hardware installation schedules.

Install network hardware.

Prepare drawings documenting configuration changes at each site.

Prepare engineering plans and site installation Technical Design Packages.

Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and that the solutions will satisfy the user's requirements.

Prepare site installation and test reports.

Review computer systems in terms of machine capabilities and human-machine interface.

Train site personnel in proper use of hardware. Build specialized interconnecting cables.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Analytical or scientific software — SAS software; The Mathworks MATLAB; Verification software; Xilinx Synthesis Technology XST

Computer aided design CAD software — Electronic design automation EDA software; Mathsoft Mathcad; Xilinx ISE Foundation; Xilinx ModelSim

Development environment software — C; Microsoft Visual Basic; SystemVerilog; Tool command language Tcl

Object or component oriented development software — C++; Microsoft Visual C# .NET; Practical extraction and reporting language Perl; SKILL

Operating system software — Computer diagnostic software; Linux; Shell script; Unix

Tools

Electronic measuring probes — Probe card devices; Probe stations

Integrated circuit testers — Digital analysis systems DAS; Logic analyzers; Logic probes

Low voltage alternating and direct current AC DC panelboards — Alternating current AC power sources; Direct current DC power supplies

Oscilloscopes — Communications signal analyzers; Sampling oscilloscopes

Signal generators — Function generators; Pattern generators; Universal source generators

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Communications Hardware Engineer - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Short Summary:
Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Duties, Tasks, and Responsibilities

Add, delete, and modify; as required, host, terminal, and network devices.

Analyze and implement communications standards and protocols according to site requirements.

Analyze existing requirements and prepares specifications for hardware acquisitions.

Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications.

Assist and coordinate with communications network specialists in the area of communications software.

Conduct sites surveys; assess and document current site network configuration and user requirements.

Configure computers, communications devices and peripheral equipment.

Develop hardware installation schedules.

Install network hardware.

Prepare drawings documenting configuration changes at each site.

Prepare engineering plans and site installation Technical Design Packages.

Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and that the solutions will satisfy the user's requirements.

Prepare site installation and test reports.

Review computer systems in terms of machine capabilities and human-machine interface.

Train site personnel in proper use of hardware. Build specialized interconnecting cables.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Analytical or scientific software — SAS software; The Mathworks MATLAB; Verification software; Xilinx Synthesis Technology XST

Computer aided design CAD software — Electronic design automation EDA software; Mathsoft Mathcad; Xilinx ISE Foundation; Xilinx ModelSim

Development environment software — C; Microsoft Visual Basic; SystemVerilog; Tool command language Tcl

Object or component oriented development software — C++; Microsoft Visual C# .NET; Practical extraction and reporting language Perl; SKILL

Operating system software — Computer diagnostic software; Linux; Shell script; Unix

Tools

Electronic measuring probes — Probe card devices; Probe stations

Integrated circuit testers — Digital analysis systems DAS; Logic analyzers; Logic probes

Low voltage alternating and direct current AC DC panelboards — Alternating current AC power sources; Direct current DC power supplies

Oscilloscopes — Communications signal analyzers; Sampling oscilloscopes

Signal generators — Function generators; Pattern generators; Universal source generators

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Communications Hardware Engineer - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Short Summary:
Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Duties, Tasks, and Responsibilities

Add, delete, and modify; as required, host, terminal, and network devices.

Analyze and implement communications standards and protocols according to site requirements.

Analyze existing requirements and prepares specifications for hardware acquisitions.

Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications.

Assist and coordinate with communications network specialists in the area of communications software.

Conduct sites surveys; assess and document current site network configuration and user requirements.

Configure computers, communications devices and peripheral equipment.

Develop hardware installation schedules.

Install network hardware.

Prepare drawings documenting configuration changes at each site.

Prepare engineering plans and site installation Technical Design Packages.

Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and that the solutions will satisfy the user's requirements.

Prepare site installation and test reports.

Review computer systems in terms of machine capabilities and human-machine interface.

Train site personnel in proper use of hardware. Build specialized interconnecting cables.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Analytical or scientific software — SAS software; The Mathworks MATLAB; Verification software; Xilinx Synthesis Technology XST

Computer aided design CAD software — Electronic design automation EDA software; Mathsoft Mathcad; Xilinx ISE Foundation; Xilinx ModelSim

Development environment software — C; Microsoft Visual Basic; SystemVerilog; Tool command language Tcl

Object or component oriented development software — C++; Microsoft Visual C# .NET; Practical extraction and reporting language Perl; SKILL

Operating system software — Computer diagnostic software; Linux; Shell script; Unix

Tools

Electronic measuring probes — Probe card devices; Probe stations

Integrated circuit testers — Digital analysis systems DAS; Logic analyzers; Logic probes

Low voltage alternating and direct current AC DC panelboards — Alternating current AC power sources; Direct current DC power supplies

Oscilloscopes — Communications signal analyzers; Sampling oscilloscopes

Signal generators — Function generators; Pattern generators; Universal source generators

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Communications Hardware Engineer - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:
 [17-2060] Computer Hardware Engineers
 [17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Short Summary:

Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Duties, Tasks, and Responsibilities

Add, delete, and modify; as required, host, terminal, and network devices.

Analyze and implement communications standards and protocols according to site requirements.

Analyze existing requirements and prepares specifications for hardware acquisitions.

Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications.

Assist and coordinate with communications network specialists in the area of communications software.

Conduct sites surveys; assess and document current site network configuration and user requirements.

Configure computers, communications devices and peripheral equipment.

Develop hardware installation schedules.

Install network hardware.

Prepare drawings documenting configuration changes at each site.

Prepare engineering plans and site installation Technical Design Packages.

Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and that the solutions will satisfy the user's requirements.

Prepare site installation and test reports.

Review computer systems in terms of machine capabilities and human-machine interface.

Train site personnel in proper use of hardware. Build specialized interconnecting cables.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

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Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Analytical or scientific software — SAS software; The Mathworks MATLAB; Verification software; Xilinx Synthesis Technology XST

Computer aided design CAD software — Electronic design automation EDA software; Mathsoft Mathcad; Xilinx ISE Foundation; Xilinx ModelSim

Development environment software — C; Microsoft Visual Basic; SystemVerilog; Tool command language Tcl

Object or component oriented development software — C++; Microsoft Visual C# .NET; Practical extraction and reporting language Perl; SKILL

Operating system software — Computer diagnostic software; Linux; Shell script; Unix

Tools

Electronic measuring probes — Probe card devices; Probe stations

Integrated circuit testers — Digital analysis systems DAS; Logic analyzers; Logic probes

Low voltage alternating and direct current AC DC panelboards — Alternating current AC power sources; Direct current DC power supplies

Oscilloscopes — Communications signal analyzers; Sampling oscilloscopes

Signal generators — Function generators; Pattern generators; Universal source generators

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Communications Hardware Engineer - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Short Summary:

Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Duties, Tasks, and Responsibilities

Add, delete, and modify; as required, host, terminal, and network devices.

Analyze and implement communications standards and protocols according to site requirements.

Analyze existing requirements and prepares specifications for hardware acquisitions.

Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications.

Assist and coordinate with communications network specialists in the area of communications software.

Conduct sites surveys; assess and document current site network configuration and user requirements.

Configure computers, communications devices and peripheral equipment.

Develop hardware installation schedules.

Install network hardware.

Prepare drawings documenting configuration changes at each site.

Prepare engineering plans and site installation Technical Design Packages.

Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and that the solutions will satisfy the user's requirements.

Prepare site installation and test reports.

Review computer systems in terms of machine capabilities and human-machine interface.

Train site personnel in proper use of hardware. Build specialized interconnecting cables.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

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Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Analytical or scientific software — SAS software; The Mathworks MATLAB; Verification software; Xilinx Synthesis Technology XST

Computer aided design CAD software — Electronic design automation EDA software; Mathsoft Mathcad; Xilinx ISE Foundation; Xilinx ModelSim

Development environment software — C; Microsoft Visual Basic; SystemVerilog; Tool command language Tcl

Object or component oriented development software — C++; Microsoft Visual C# .NET; Practical extraction and reporting language Perl; SKILL

Operating system software — Computer diagnostic software; Linux; Shell script; Unix

Tools

Electronic measuring probes — Probe card devices; Probe stations

Integrated circuit testers — Digital analysis systems DAS; Logic analyzers; Logic probes

Low voltage alternating and direct current AC DC panelboards — Alternating current AC power sources; Direct current DC power supplies

Oscilloscopes — Communications signal analyzers; Sampling oscilloscopes

Signal generators — Function generators; Pattern generators; Universal source generators

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Communications Hardware Engineer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:
 [17-2060] Computer Hardware Engineers
 [17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Short Summary:

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Duties, Tasks, and Responsibilities

Add, delete, and modify; as required, host, terminal, and network devices.

Analyze and implement communications standards and protocols according to site requirements.

Analyze existing requirements and prepares specifications for hardware acquisitions.

Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications.

Assist and coordinate with communications network specialists in the area of communications software.

Conduct sites surveys; assess and document current site network configuration and user requirements.

Configure computers, communications devices and peripheral equipment.

Develop hardware installation schedules.

Install network hardware.

Prepare drawings documenting configuration changes at each site.

Prepare engineering plans and site installation Technical Design Packages.

Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and that the solutions will satisfy the user's requirements.

Prepare site installation and test reports.

Review computer systems in terms of machine capabilities and human-machine interface.

Train site personnel in proper use of hardware. Build specialized interconnecting cables.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

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Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

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Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

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Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Analytical or scientific software — SAS software; The Mathworks MATLAB; Verification software; Xilinx Synthesis Technology XST

Computer aided design CAD software — Electronic design automation EDA software; Mathsoft Mathcad; Xilinx ISE Foundation; Xilinx ModelSim

Development environment software — C; Microsoft Visual Basic; SystemVerilog; Tool command language Tcl

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Operating system software — Computer diagnostic software; Linux; Shell script; Unix

Tools

Electronic measuring probes — Probe card devices; Probe stations

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Low voltage alternating and direct current AC DC panelboards — Alternating current AC power sources; Direct current DC power supplies

Oscilloscopes — Communications signal analyzers; Sampling oscilloscopes

Signal generators — Function generators; Pattern generators; Universal source generators

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computer Engineer - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Computer Engineer Development perform a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks. Positions identify and resolve moderately complex computer engineering problems; define, collect and implement computer engineering customer requirements for small to mid-scale, moderately complex projects; lead small product evaluations; and develop procedures for and perform moderately complex installation and configuration of hardware, software, or network products.

Short Summary:

Computer Engineer Development perform a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks. Positions identify and resolve moderately complex computer engineering problems; define, collect and implement computer engineering customer requirements for small to mid-scale, moderately complex projects; lead small product evaluations; and develop procedures for and perform moderately complex installation and configuration of hardware, software, or network products.

Duties, Tasks, and Responsibilities

Leads small-sized product evaluations and assists in the planning of medium-sized product evaluations. ☐Coordinates with components throughout the Agency to ensure proper interpretation, integration, deployment, operational support, etc. ☐Prepares and provides briefings on product capabilities and/or project status.

Defines, collects, and implements computer engineering customer requirements for small to mid-size, moderately complex projects. Assists in defining requirements for large-scale, complex projects. ☐Leads discussions with customers to gather requirements on projects (e.g. may work with customer to build test environments for developmental purposes). ☐Participates in technical discussions on large-scale, complex problems. ☐Designs and develops engineering solutions to meet customer requirements (e.g. writing, maintaining, testing, integrating, and implementing software, hardware, and associated documentation). ☐Provides alternative design options to meet customer requirements.

Identifies and resolves a full range of moderately complex computer engineering problems. Assists in identification and resolution of increasingly complex problems. Receives, tracks and responds to problems reported by customers (e.g., troubleshoots collaboration software, operating systems, web services, and database problems). Communicates with customer to fully understand problem. Researches problems by accessing internal and external knowledge resources (vendor websites, internal engineering websites, and vendor documentation) and/or discussing with more experienced team members. Keeps team lead or first-line supervisor informed of problem resolution status. Begins to recognize and recommend alternative processes or long-term solutions to recurring problems.

Performs moderately complex installation, configuration and maintenance of software and hardware network products. Builds infrastructure. Develops procedures for installation of hardware, software, or network components

Knowledge, Skills, and Abilities

Ability to work both independently and in a team environment.

Basic knowledge of Project Management concepts and principles.

Communication skills (oral and written) demonstrated by expressing ideas, explanations, and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (email instant messaging, briefing, consulting, etc.).

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction.

Demonstrated ability to interpret and convey technical concepts in an easily understood manner, both verbally and in writing.

Demonstrated ability to learn new technologies quickly and stay current on tools, methodologies, technologies and programming language features.

Strong analytical and problem-solving skills.

Working knowledge of hardware components (network cards, memory, hard drives, etc.).

Working knowledge of network components (routers, switches, etc.).

Working knowledge of software products (operating systems, applications, device drivers, etc.).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computer Engineer - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [17-2060] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Computer Engineer Development perform a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks. Positions identify and resolve moderately complex computer engineering problems; define, collect and implement computer engineering customer requirements for small to mid-scale, moderately complex projects; lead small product evaluations; and develop procedures for and perform moderately complex installation and configuration of hardware, software, or network products.

Short Summary:

Computer Engineer Development perform a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks. Positions identify and resolve moderately complex computer engineering problems; define, collect and implement computer engineering customer requirements for small to mid-scale, moderately complex projects; lead small product evaluations; and develop procedures for and perform moderately complex installation and configuration of hardware, software, or network products.

Duties, Tasks, and Responsibilities

 Leads small-sized product evaluations and assists in the planning of medium-sized product evaluations. ☐Coordinates with components throughout the Agency to ensure proper interpretation, integration, deployment, operational support, etc. ☐Prepares and provides briefings on product capabilities and/or project status.

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Performs moderately complex installation, configuration and maintenance of software and hardware network products. Builds infrastructure. Develops procedures for installation of hardware, software, or network components

Knowledge, Skills, and Abilities

Ability to work both independently and in a team environment.

Basic knowledge of Project Management concepts and principles.

Communication skills (oral and written) demonstrated by expressing ideas, explanations, and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (email instant messaging, briefing, consulting, etc.).

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction.

Demonstrated ability to interpret and convey technical concepts in an easily understood manner, both verbally and in writing.

Demonstrated ability to learn new technologies quickly and stay current on tools, methodologies, technologies and programming language features.

Strong analytical and problem-solving skills.

Working knowledge of hardware components (network cards, memory, hard drives, etc.).

Working knowledge of network components (routers, switches, etc.).

Working knowledge of software products (operating systems, applications, device drivers, etc.).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computer Engineer - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Computer Engineer Development perform a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks. Positions identify and resolve moderately complex computer engineering problems; define, collect and implement computer engineering customer requirements for small to mid-scale, moderately complex projects; lead small product evaluations; and develop procedures for and perform moderately complex installation and configuration of hardware, software, or network products.

Short Summary:

Computer Engineer Development perform a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks. Positions identify and resolve moderately complex computer engineering problems; define, collect and implement computer engineering customer requirements for small to mid-scale, moderately complex projects; lead small product evaluations; and develop procedures for and perform moderately complex installation and configuration of hardware, software, or network products.

Duties, Tasks, and Responsibilities

 Leads small-sized product evaluations and assists in the planning of medium-sized product evaluations. �processCoordinates with components throughout the Agency to ensure proper interpretation, integration, deployment, operational support, etc. ꢀPrepares and provides briefings on product capabilities and/or project status.

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Identifies and resolves a full range of moderately complex computer engineering problems. Assists in identification and resolution of increasingly complex problems. Receives, tracks and responds to problems reported by customers (e.g., troubleshoots collaboration software, operating systems, web services, and database problems). Communicates with customer to fully understand problem. Researches problems by accessing internal and external knowledge resources (vendor websites, internal engineering websites, and vendor documentation) and/or discussing with more experienced team members. Keeps team lead or first-line supervisor informed of problem resolution status. Begins to recognize and recommend alternative processes or long-term solutions to recurring problems.

Performs moderately complex installation, configuration and maintenance of software and hardware network products. Builds infrastructure. Develops procedures for installation of hardware, software, or network components

Knowledge, Skills, and Abilities

Ability to work both independently and in a team environment.

Basic knowledge of Project Management concepts and principles.

Communication skills (oral and written) demonstrated by expressing ideas, explanations, and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (email instant messaging, briefing, consulting, etc.).

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction.

Demonstrated ability to interpret and convey technical concepts in an easily understood manner, both verbally and in writing.

Demonstrated ability to learn new technologies quickly and stay current on tools, methodologies, technologies and programming language features.

Strong analytical and problem-solving skills.

Working knowledge of hardware components (network cards, memory, hard drives, etc.).

Working knowledge of network components (routers, switches, etc.).

Working knowledge of software products (operating systems, applications, device drivers, etc.).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation

of contractor performance will be completed by the government at the contract level.

Computer Engineer - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers

Long Summary:
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Short Summary:

Computer Engineer Development perform a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks. Positions identify and resolve moderately complex computer engineering problems; define, collect and implement computer engineering customer requirements for small to mid-scale, moderately complex projects; lead small product evaluations; and develop procedures for and perform moderately complex installation and configuration of hardware, software, or network products.

Duties, Tasks, and Responsibilities

 Leads small-sized product evaluations and assists in the planning of medium-sized product evaluations. Coordinates with components throughout the Agency to ensure proper interpretation, integration, deployment, operational support, etc. Prepares and provides briefings on product capabilities and/or project status.

Defines, collects, and implements computer engineering customer requirements for small to mid-size, moderately complex projects. Assists in defining requirements for large-scale, complex projects. Leads discussions with customers to gather requirements on projects (e.g. may work with customer to build test environments for developmental purposes). Participates in technical discussions on large-scale, complex problems. Designs and develops engineering solutions to meet customer requirements (e.g. writing, maintaining, testing, integrating, and implementing software, hardware, and associated documentation). Provides alternative design options to meet customer requirements.

Identifies and resolves a full range of moderately complex computer engineering problems. Assists in identification and resolution of increasingly complex problems. Receives, tracks and responds to problems reported by customers (e.g., troubleshoots collaboration software, operating systems, web services, and database problems). Communicates with customer to fully understand problem. Researches problems by accessing internal and external knowledge resources (vendor websites, internal engineering websites, and vendor documentation) and/or discussing with more experienced team members. ▢Keeps team lead or first-line supervisor informed of problem resolution status. ▢Begins to recognize and recommend alternative processes or long-term solutions to recurring problems.

Performs moderately complex installation, configuration and maintenance of software and hardware network products. ▢Builds infrastructure. ▢Develops procedures for installation of hardware, software, or network components

Knowledge, Skills, and Abilities

Ability to work both independently and in a team environment.

Basic knowledge of Project Management concepts and principles.

Communication skills (oral and written) demonstrated by expressing ideas, explanations, and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (email instant messaging, briefing, consulting, etc.).

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction.

Demonstrated ability to interpret and convey technical concepts in an easily understood manner, both verbally and in writing.

Demonstrated ability to learn new technologies quickly and stay current on tools, methodologies, technologies and programming language features.

Strong analytical and problem-solving skills.

Working knowledge of hardware components (network cards, memory, hard drives, etc.).

Working knowledge of network components (routers, switches, etc.).

Working knowledge of software products (operating systems, applications, device drivers, etc.).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computer Engineer - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Computer Engineer Development perform a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks. Positions identify and resolve moderately complex computer engineering problems; define, collect and implement computer engineering customer requirements for small to mid-scale, moderately complex projects; lead small product evaluations; and develop procedures for and perform moderately complex installation and configuration of hardware, software, or network products.

Short Summary:
Computer Engineer Development perform a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks. Positions identify and resolve moderately complex computer engineering problems; define, collect and implement computer engineering customer requirements for small to mid-scale, moderately complex projects; lead small product evaluations; and develop procedures for and perform moderately complex installation and configuration of hardware, software, or network products.

Duties, Tasks, and Responsibilities

Leads small-sized product evaluations and assists in the planning of medium-sized product evaluations. Coordinates with components throughout the Agency to ensure proper interpretation, integration, deployment, operational support, etc. Prepares and provides briefings on product capabilities and/or project status.

Defines, collects, and implements computer engineering customer requirements for small to mid-size, moderately complex projects. Assists in defining requirements for large-scale, complex projects. Leads discussions with customers to gather requirements on projects (e.g. may work with customer to build test environments for developmental purposes). Participates in technical discussions on large-scale, complex problems. Designs and develops engineering solutions to meet customer requirements (e.g. writing, maintaining, testing, integrating, and implementing software, hardware, and associated documentation). Provides alternative design options to meet customer requirements.

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Performs moderately complex installation, configuration and maintenance of software and hardware network products. ☐Builds infrastructure. ☐Develops procedures for installation of hardware, software, or network components

Knowledge, Skills, and Abilities

Ability to work both independently and in a team environment.

Basic knowledge of Project Management concepts and principles.

Communication skills (oral and written) demonstrated by expressing ideas, explanations, and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (email instant messaging, briefing, consulting, etc.).

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Demonstrated ability to interpret and convey technical concepts in an easily understood manner, both verbally and in writing.

Demonstrated ability to learn new technologies quickly and stay current on tools, methodologies, technologies and programming language features.

Strong analytical and problem-solving skills.

Working knowledge of hardware components (network cards, memory, hard drives, etc.).

Working knowledge of network components (routers, switches, etc.).

Working knowledge of software products (operating systems, applications, device drivers, etc.).

Minimum Education

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computer Engineer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [17-2060] Computer Hardware Engineers
 [17-2061] Computer Hardware Engineers

Long Summary:
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Short Summary:

Computer Engineer Development perform a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks. Positions identify and resolve moderately complex computer engineering problems; define, collect and implement computer engineering customer requirements for small to mid-scale, moderately complex projects; lead small product evaluations; and develop procedures for and perform moderately complex installation and configuration of hardware, software, or network products.

Duties, Tasks, and Responsibilities

 Leads small-sized product evaluations and assists in the planning of medium-sized product evaluations. ☐Coordinates with components throughout the Agency to ensure proper interpretation, integration, deployment, operational support, etc. ☐Prepares and provides briefings on product capabilities and/or project status.

Defines, collects, and implements computer engineering customer requirements for small to mid-size, moderately complex projects. Assists in defining requirements for large-scale, complex projects. ☐Leads discussions with customers to gather requirements on projects (e.g. may work with customer to build test environments for developmental purposes). ☐Participates in technical discussions on large-scale, complex problems. ☐Designs and develops engineering solutions to meet customer requirements (e.g. writing, maintaining, testing, integrating, and implementing software, hardware, and associated documentation). ☐Provides alternative design options to meet customer requirements.

Identifies and resolves a full range of moderately complex computer engineering problems. Assists in identification and resolution of increasingly complex problems. Receives, tracks and responds to problems reported by customers (e.g., troubleshoots collaboration software, operating systems, web services, and database problems). Communicates with customer to fully understand problem. Researches problems by accessing internal and external knowledge resources (vendor websites, internal engineering websites, and vendor documentation) and/or discussing with more experienced team members. □Keeps team lead or first-line supervisor informed of problem resolution status. □Begins to recognize and recommend alternative processes or long-term solutions to recurring problems.

Performs moderately complex installation, configuration and maintenance of software and hardware network products. □Builds infrastructure. □Develops procedures for installation of hardware, software, or network components

Knowledge, Skills, and Abilities

Ability to work both independently and in a team environment.

Basic knowledge of Project Management concepts and principles.

Communication skills (oral and written) demonstrated by expressing ideas, explanations, and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (email instant messaging, briefing, consulting, etc.).

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction.

Demonstrated ability to interpret and convey technical concepts in an easily understood manner, both verbally and in writing.

Demonstrated ability to learn new technologies quickly and stay current on tools, methodologies, technologies and programming language features.

Strong analytical and problem-solving skills.

Working knowledge of hardware components (network cards, memory, hard drives, etc.).

Working knowledge of network components (routers, switches, etc.).

Working knowledge of software products (operating systems, applications, device drivers, etc.).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computer Hardware Engineer - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Research, design, develop, and test computer or computer-related equipment for commercial, industrial, military, or scientific use. May supervise the manufacturing and installation of computer or computer-related equipment and components. Exclude "Computer Software Engineers, Applications" and "Computer Software Engineers, Systems Software". Hardware refers to computer chips, circuit boards, computer systems, and related equipment such as keyboards, modems, and printers.

Short Summary:
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Duties, Tasks, and Responsibilities

Analyze information to determine, recommend, and plan layout, including type of computers and peripheral equipment modifications.

Analyze user needs and recommend appropriate hardware.

Assemble and modify existing pieces of equipment to meet special needs.

Build, test and modify product prototypes, using working models or theoretical models constructed using computer simulation.

Confer with engineering staff and consult specifications to evaluate interface between hardware and software and operational and performance requirements of overall system.

Design and develop computer hardware and support peripherals, including central processing units (CPUs), support logic, microprocessors, custom integrated circuits, and printers and disk drives.

Direct technicians, engineering designers or other technical support personnel as needed.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Monitor functioning of equipment and make necessary modifications to ensure system operates in conformance with specifications.

Provide technical support to designers, marketing and sales departments, suppliers, engineers and other team members throughout the product development and implementation process.

Provide training and support to system designers and users.

Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

Select hardware and material, assuring compliance with specifications and product requirements.

Specify power supply requirements and configuration, drawing on system performance expectations and design specifications.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Test and verify hardware and support peripherals to ensure that they meet specifications and requirements, analyzing and recording test data.

Update knowledge and skills to keep up with rapid advancements in computer technology.

Write detailed functional specifications that document the hardware development process and support hardware introduction.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

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Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Analytical or scientific software — SAS software; The Mathworks MATLAB; Verification software; Xilinx Synthesis Technology XST

Computer aided design CAD software — Electronic design automation EDA software; Mathsoft Mathcad; Xilinx ISE Foundation; Xilinx ModelSim

Development environment software — C; Microsoft Visual Basic; SystemVerilog; Tool command language Tcl

Object or component oriented development software — C++; Microsoft Visual C# .NET; Practical extraction and reporting language Perl; SKILL

Operating system software — Computer diagnostic software; Linux; Shell script; Unix

Tools

Electronic measuring probes — Probe card devices; Probe stations

Integrated circuit testers — Digital analysis systems DAS; Logic analyzers; Logic probes

Low voltage alternating and direct current AC DC panelboards — Alternating current AC power sources; Direct current DC power supplies

Oscilloscopes — Communications signal analyzers; Sampling oscilloscopes

Signal generators — Function generators; Pattern generators; Universal source generators

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computer Hardware Engineer - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Research, design, develop, and test computer or computer-related equipment for commercial, industrial, military, or scientific use. May supervise the manufacturing and installation of computer or computer-related equipment and components. Exclude "Computer Software Engineers, Applications" and "Computer Software Engineers, Systems Software". Hardware refers to computer chips, circuit boards, computer systems, and related equipment such as keyboards, modems, and printers.

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Duties, Tasks, and Responsibilities

Analyze information to determine, recommend, and plan layout, including type of computers and peripheral equipment modifications.

Analyze user needs and recommend appropriate hardware.

Assemble and modify existing pieces of equipment to meet special needs.

Build, test and modify product prototypes, using working models or theoretical models constructed using computer simulation.

Confer with engineering staff and consult specifications to evaluate interface between hardware and software and operational and performance requirements of overall system.

Design and develop computer hardware and support peripherals, including central processing units (CPUs), support logic, microprocessors, custom integrated circuits, and printers and disk drives.

Direct technicians, engineering designers or other technical support personnel as needed.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Monitor functioning of equipment and make necessary modifications to ensure system operates in conformance with specifications.

Provide technical support to designers, marketing and sales departments, suppliers, engineers and other team members throughout the product development and implementation process.

Provide training and support to system designers and users.

Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

Select hardware and material, assuring compliance with specifications and product requirements.

Specify power supply requirements and configuration, drawing on system performance expectations and design specifications.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Test and verify hardware and support peripherals to ensure that they meet specifications and requirements, analyzing and recording test data.

Update knowledge and skills to keep up with rapid advancements in computer technology.

Write detailed functional specifications that document the hardware development process and support hardware introduction.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

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Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Analytical or scientific software — SAS software; The Mathworks MATLAB; Verification software; Xilinx Synthesis Technology XST

Computer aided design CAD software — Electronic design automation EDA software; Mathsoft Mathcad; Xilinx ISE Foundation; Xilinx ModelSim

Development environment software — C; Microsoft Visual Basic; SystemVerilog; Tool command language Tcl

Object or component oriented development software — C++; Microsoft Visual C# .NET; Practical extraction and reporting language Perl; SKILL

Operating system software — Computer diagnostic software; Linux; Shell script; Unix

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Oscilloscopes — Communications signal analyzers; Sampling oscilloscopes

Signal generators — Function generators; Pattern generators; Universal source generators

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computer Hardware Engineer - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers

Long Summary:
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Duties, Tasks, and Responsibilities

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Update knowledge and skills to keep up with rapid advancements in computer technology.

Write detailed functional specifications that document the hardware development process and support hardware introduction.

Knowledge, Skills, and Abilities

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Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

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Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Analytical or scientific software — SAS software; The Mathworks MATLAB; Verification software; Xilinx Synthesis Technology XST

Computer aided design CAD software — Electronic design automation EDA software; Mathsoft Mathcad; Xilinx ISE Foundation; Xilinx ModelSim

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Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computer Hardware Engineer - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Research, design, develop, and test computer or computer-related equipment for commercial, industrial, military, or scientific use. May supervise the manufacturing and installation of computer or computer-related equipment and components. Exclude "Computer Software Engineers, Applications" and "Computer Software Engineers, Systems Software". Hardware refers to computer chips, circuit boards, computer systems, and related equipment such as keyboards, modems, and printers.

Short Summary:
Research, design, develop, and test computer or computer-related equipment for commercial, industrial, military, or scientific use. May supervise the manufacturing and installation of computer or computer-related equipment and components. Exclude "Computer Software Engineers, Applications" and "Computer Software Engineers, Systems Software". Hardware refers to computer chips, circuit boards, computer systems, and related equipment such as keyboards, modems, and printers.

Duties, Tasks, and Responsibilities

Analyze information to determine, recommend, and plan layout, including type of computers and peripheral equipment modifications.

Analyze user needs and recommend appropriate hardware.

Assemble and modify existing pieces of equipment to meet special needs.

Build, test and modify product prototypes, using working models or theoretical models constructed using computer simulation.

Confer with engineering staff and consult specifications to evaluate interface between hardware and software and operational and performance requirements of overall system.

Design and develop computer hardware and support peripherals, including central processing units (CPUs), support logic, microprocessors, custom integrated circuits, and printers and disk drives.

Direct technicians, engineering designers or other technical support personnel as needed.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Monitor functioning of equipment and make necessary modifications to ensure system operates in conformance with specifications.

Provide technical support to designers, marketing and sales departments, suppliers, engineers and other team members throughout the product development and implementation process.

Provide training and support to system designers and users.

Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

Select hardware and material, assuring compliance with specifications and product requirements.

Specify power supply requirements and configuration, drawing on system performance expectations and design specifications.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Test and verify hardware and support peripherals to ensure that they meet specifications and requirements, analyzing and recording test data.

Update knowledge and skills to keep up with rapid advancements in computer technology.

Write detailed functional specifications that document the hardware development process and support hardware introduction.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Analytical or scientific software — SAS software; The Mathworks MATLAB; Verification software; Xilinx Synthesis Technology XST

Computer aided design CAD software — Electronic design automation EDA software; Mathsoft Mathcad; Xilinx ISE Foundation; Xilinx ModelSim

Development environment software — C; Microsoft Visual Basic; SystemVerilog; Tool command language Tcl

Object or component oriented development software — C++; Microsoft Visual C# .NET; Practical extraction and reporting language Perl; SKILL

Operating system software — Computer diagnostic software; Linux; Shell script; Unix

Tools

Electronic measuring probes — Probe card devices; Probe stations

Integrated circuit testers — Digital analysis systems DAS; Logic analyzers; Logic probes

Low voltage alternating and direct current AC DC panelboards — Alternating current AC power sources; Direct current DC power supplies

Oscilloscopes — Communications signal analyzers; Sampling oscilloscopes

Signal generators — Function generators; Pattern generators; Universal source generators

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computer Hardware Engineer - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [17-2060] Computer Hardware Engineers
 [17-2061] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Research, design, develop, and test computer or computer-related equipment for commercial, industrial, military, or scientific use. May supervise the manufacturing and installation of computer or computer-related equipment and components. Exclude "Computer Software Engineers, Applications" and "Computer Software Engineers, Systems Software". Hardware refers to computer chips, circuit boards, computer systems, and related equipment such as keyboards, modems, and printers.

Short Summary:

Research, design, develop, and test computer or computer-related equipment for commercial, industrial, military, or scientific use. May supervise the manufacturing and installation of computer or computer-related equipment and components. Exclude "Computer Software Engineers, Applications" and "Computer Software Engineers, Systems Software". Hardware refers to computer chips, circuit boards, computer systems, and related equipment such as keyboards, modems, and printers.

Duties, Tasks, and Responsibilities

Analyze information to determine, recommend, and plan layout, including type of computers and peripheral equipment modifications.

Analyze user needs and recommend appropriate hardware.

Assemble and modify existing pieces of equipment to meet special needs.

Build, test and modify product prototypes, using working models or theoretical models constructed using computer simulation.

Confer with engineering staff and consult specifications to evaluate interface between hardware and software and operational and performance requirements of overall system.

Design and develop computer hardware and support peripherals, including central processing units (CPUs), support logic, microprocessors, custom integrated circuits, and printers and disk drives.

Direct technicians, engineering designers or other technical support personnel as needed.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Monitor functioning of equipment and make necessary modifications to ensure system operates in conformance with specifications.

Provide technical support to designers, marketing and sales departments, suppliers, engineers and other team members throughout the product development and implementation process.

Provide training and support to system designers and users.

Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

Select hardware and material, assuring compliance with specifications and product requirements.

Specify power supply requirements and configuration, drawing on system performance expectations and design specifications.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Test and verify hardware and support peripherals to ensure that they meet specifications and requirements, analyzing and recording test data.

Update knowledge and skills to keep up with rapid advancements in computer technology.

Write detailed functional specifications that document the hardware development process and support hardware introduction.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

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Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

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Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

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Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Analytical or scientific software — SAS software; The Mathworks MATLAB; Verification software; Xilinx Synthesis Technology XST

Computer aided design CAD software — Electronic design automation EDA software; Mathsoft Mathcad; Xilinx ISE Foundation; Xilinx ModelSim

Development environment software — C; Microsoft Visual Basic; SystemVerilog; Tool command language Tcl

Object or component oriented development software — C++; Microsoft Visual C# .NET; Practical extraction and reporting language Perl; SKILL

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Low voltage alternating and direct current AC DC panelboards — Alternating current AC power sources; Direct current DC power supplies

Oscilloscopes — Communications signal analyzers; Sampling oscilloscopes

Signal generators — Function generators; Pattern generators; Universal source generators

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computer Hardware Engineer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[17-2060] Computer Hardware Engineers
[17-2061] Computer Hardware Engineers

Long Summary:
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Assemble and modify existing pieces of equipment to meet special needs.

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Direct technicians, engineering designers or other technical support personnel as needed.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Monitor functioning of equipment and make necessary modifications to ensure system operates in conformance with specifications.

Provide technical support to designers, marketing and sales departments, suppliers, engineers and other team members throughout the product development and implementation process.

Provide training and support to system designers and users.

Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

Select hardware and material, assuring compliance with specifications and product requirements.

Specify power supply requirements and configuration, drawing on system performance expectations and design specifications.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Test and verify hardware and support peripherals to ensure that they meet specifications and requirements, analyzing and recording test data.

Update knowledge and skills to keep up with rapid advancements in computer technology.

Write detailed functional specifications that document the hardware development process and support hardware introduction.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

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Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Analytical or scientific software — SAS software; The Mathworks MATLAB; Verification software; Xilinx Synthesis Technology XST

Computer aided design CAD software — Electronic design automation EDA software; Mathsoft Mathcad; Xilinx ISE Foundation; Xilinx ModelSim

Development environment software — C; Microsoft Visual Basic; SystemVerilog; Tool command language Tcl

Object or component oriented development software — C++; Microsoft Visual C# .NET; Practical extraction and reporting language Perl; SKILL

Operating system software — Computer diagnostic software; Linux; Shell script; Unix

Tools

Electronic measuring probes — Probe card devices; Probe stations

Integrated circuit testers — Digital analysis systems DAS; Logic analyzers; Logic probes

Low voltage alternating and direct current AC DC panelboards — Alternating current AC power sources; Direct current DC power supplies

Oscilloscopes — Communications signal analyzers; Sampling oscilloscopes

Signal generators — Function generators; Pattern generators; Universal source generators

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computing Services Manager - Developmental

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 10/3/2012

Standard Occupational Code:
 [11-3021] Computer and Information Systems Managers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is managerial work in the Chief Information Officer (CIO) Mission Support Office, Computing Services occupational specialty. In coordination with senior management, positions develop the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmentals. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the's computing infrastructure. Positions also provide advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards. Positions at this level have demonstrated competency in leadership, supervision, resource management, and a comprehensive understanding of the organization's mission and customer needs. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Short Summary:

This is work in the Chief Information Officer (CIO) Mission Support Office, Computing Services occupational specialty. In coordination with senior management, positions develop the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmentals. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the's computing infrastructure. Positions also provide advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards. Positions at this level have demonstrated competency in leadership, supervision, resource management, and a comprehensive understanding of the organization's mission and customer needs. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Duties, Tasks, and Responsibilities

  Advises executive managers/customers on issues, impacts, risks, options and implications of key policy

decisions.

Advises management and customers on how to implement policies and procedures

Assigns work to subordinates including other Managers and/or Senior Project Managers

Coordinates on staff resource decisions to meet corporate strategic goals.

Depending on assignment may play an active role in recruiting, external hiring, and selection for the component.

Determines appropriate performance metrics for the organization and effectively communicates them to subordinates.

Develops strategic alliances with key contacts and senior-level officials.

Develops strategies to increase awareness of CIO business practices and advocates them throughout the organization

Directs the work of subordinates including other Managers and/or Senior Project Managers to ensure that Computing Services work is performed in an accurate and timely fashion.

Ensures Security, Safety, and Counter-Intelligence regulations, policies and procedures are followed.

Ensures daily Computing Services activities and projects are accurately carried out.

Evaluates the performance and skills of subordinates and provides performance and developmental feedback on an ongoing basis.

Incorporates and manages diversity in the workplace

Incorporates "best management practices" in the workplace.

Manages and provides direction and guidance to staff or contractors in the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmental

Manages operations and resources within Computing Services components.
Develops goals/objectives for CIO programs

Manages the establishment of performance objectives and standards; assists subordinates including other Managers and/or Senior Project Managers in setting individual goals.

Participates in personnel selection and assignment process.

Provides advice and guidance to Senior and Executive Management on a broad range of CIO issues related to Computing Services

Provides broad technical advice and guidance on CIO processes, resources, policy interpretation, workflow, and Directorate/MSO priorities

Represents the organization as a member of various internal and external boards, task forces and working groups relevant to CIO's mission in the area of Computing Services. Provides advice and guidance on organization-wide and -wide CIO plans, policies, and regulations, and reviews the adequacy of resources available to organization/CIO programs.

Reviews, advises on and approves plans and concepts for new business and technologies

Serves as an Agent for Change in the component and CIO; manages the successful and smooth transition from current to desired culture, practices, structure and overall organizational environment as defined by senior leaders.

Sets own career development objectives and continuously improves own level of substantive competence. Maintains relevant certifications

Supports budget formulation activities; defends and executes organization's budgets in accordance with established regulations and procedures. Monitors resources on a regular basis to ensure activities remain within budget.

Knowledge, Skills, and Abilities

Ability to address training and career development needs of individuals, teams or organization to achieve strategic organizational objectives.

Ability to anticipate the changing demands for skills and plans to meet the future demands.

Ability to anticipate, effectively identifies, and expediently resolve complex problems.

Ability to be an agent for change, demonstrated by building commitment and allocating resources to make change happen; leading the definition of organizational vision and mission; designing processes, structures, reporting relationships, roles and responsibilities to support change; designing or participating in the design of a transition strategy and communications campaign for change; implementing a strategy for change

Ability to build a business case for a new technology, project or application related to Computing Services with complete funding profile including return on investment analysis.

Ability to effectively define and communicate organizational vision, objectives, initiatives and issues; inspire and motivate others to share vision and work toward its achievement; and collaborate with others to achieve outstanding performance, especially in difficult circumstances and major transitions.

Ability to effectively delegate, coordinate, motivate, and evaluate contract staff to achieve results.

Ability to evaluate and recommend process improvements and new and emerging technologies to meet customer requirements and emerging mission needs.

Ability to influence strategic or high impact decisions within and outside CIO using effective negotiation skills to address difficult issues with Senior and Executive Managers.

Ability to manage relationships among contractors, customers, and government technical workers demonstrated by fostering a climate conducive to positive working relationships; staying informed on major developments; coaching others in the value, issues and methods of good customer, contractor, and government technical worker relationships.

Ability to plan, set goals and determine strategies for accomplishing results; ability to monitor and evaluate progress toward goals.

Ability to work effectively with teams; demonstrated by fostering a collaborative work environment across the organization; understanding the dynamics and differences in roles to motivate and build team cohesiveness; encouraging information sharing, constructive feedback and cooperation from others; coaching team leaders on issues, problems and solutions options; and demonstrating leadership in cross-functional team initiatives.

Demonstrated ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work.

Demonstrated knowledge of approaches, tools and techniques for justifying a project, equipment or contract staffing expenditures; identifying cost, benefits and associated risks.

Effective leadership and management skills, gained through previous assignments in formal and informal leadership roles.

Highly effective communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, open forums, etc.) using a variety of formats (E-mail, briefings, memoranda, etc.).

Highly effective customer service skills, demonstrated by the ability to anticipate, analyze and respond to customer requirements in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Highly effective interpersonal skills, demonstrated by building relationships and networks within the Intelligence Community, the , and with subordinates.

Program leadership skills, demonstrated by providing strategic project management consulting; creating and implementing a strategy for supporting current and future business needs of organization; review and approve final strategic plans with customer; develop long-term strategies to deliver services that keep pace with technology trends.

Technical knowledge appropriate to the assignment:
- Significant knowledge of system management tools, software and processes; and associated platform, hardware and software technologies gained from previous assignments managing a centralized server operation and/or IT infrastructure organization.
- Thorough understanding of CIO services with particular depth in the area of Computing Services environment.

Thorough knowledge and ability to adhere to and ensure compliance with all Security and Safety standards, Counter-Intelligence policies and procedures.

Working knowledge of Resource Management policies and procedures gained from previous experience with Contracting, Procurement, Budgeting, Finance and/or Project Management.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Positions may require occasional travel throughout the Washington Metropolitan Area and domestic or foreign TDY travel.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computing Services Manager - Expert

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work in the Chief Information Officer (CIO) Mission Support Office, Computing Services occupational specialty. In coordination with senior management, positions develop the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmentals. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the's computing infrastructure. Positions also provide advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards. Positions at this level have demonstrated competency in leadership, supervision, resource management, and a comprehensive understanding of the organization's mission and customer needs. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Short Summary:

This is work in the Chief Information Officer (CIO) Mission Support Office, Computing Services occupational specialty. In coordination with senior management, positions develop the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmentals. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the's computing infrastructure. Positions also provide advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards. Positions at this level have demonstrated competency in leadership, supervision, resource management, and a comprehensive understanding of the organization's mission and customer needs. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Duties, Tasks, and Responsibilities

Advises executive managers/customers on issues, impacts, risks, options and implications of key policy decisions

Advises management and customers on how to implement policies and procedures

Assigns work to subordinates including other Managers and/or Senior Project Managers

Coordinates on staff resource decisions to meet corporate strategic goals.

Depending on assignment may play an active role in recruiting, external hiring, and selection for the component.

Determines appropriate performance metrics for the organization and effectively communicates them to subordinates

Develops strategic alliances with key contacts and senior-level officials.

Develops strategies to increase awareness of CIO business practices and advocates them throughout the organization.

Directs the work of subordinates including other Managers and/or Senior Project Managers to ensure that Computing Services work is performed in an accurate and timely fashion.

Ensures Security, Safety, and Counter-Intelligence regulations, policies and procedures are followed.

Ensures daily Computing Services activities and projects are accurately carried out.

Evaluates the performance and skills of subordinates and provides performance and developmental feedback on an ongoing basis.

Incorporates and manages diversity in the workplace.

Incorporates "best management practices" in the workplace.

Manages and provides direction and guidance to staff or contractors in the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmental

Manages operations and resources within Computing Services components.
Develops goals/objectives for CIO programs.

Manages the establishment of performance objectives and standards; assists subordinates including other Managers and/or Senior Project Managers in setting individual goals.

Participates in personnel selection and assignment process

Provides advice and guidance to Senior and Executive Management on a broad range of CIO issues related to Computing Services.

Provides broad technical advice and guidance on CIO processes, resources, policy interpretation, workflow, and Directorate/MSO priorities.

Represents the organization as a member of various internal and external boards, task forces and working groups relevant to CIO's mission in the area of Computing Services. Provides advice and guidance on organization-wide and -wide CIO plans, policies, and regulations, and reviews the adequacy of resources available to organization/CIO programs.

Reviews, advises on and approves plans and concepts for new business and technologies.

Serves as an Agent for Change in the component and CIO; manages the successful and smooth transition from current to desired culture, practices, structure and overall organizational environment as defined by senior leaders.

Supports budget formulation activities; defends and executes organization's budgets in accordance with established regulations and procedures. Monitors resources on a regular basis to ensure activities remain within budget.

•Sets own career development objectives and continuously improves own level of substantive competence. Maintains relevant certifications

Knowledge, Skills, and Abilities

Ability to address training and career development needs of individuals, teams or organization to achieve strategic organizational objectives.

Ability to anticipate the changing demands for skills and plans to meet the future demands.

Ability to anticipate, effectively identifies, and expediently resolve complex problems.

Ability to be an agent for change, demonstrated by building commitment and allocating resources to make change happen; leading the definition of organizational vision and mission; designing processes, structures, reporting relationships, roles and responsibilities to support change; designing or participating in the design of a transition strategy and communications campaign for change; implementing a strategy for change

Ability to build a business case for a new technology, project or application related to Computing Services with complete funding profile including return on investment analysis.

Ability to effectively define and communicate organizational vision, objectives, initiatives and issues; inspire and motivate others to share vision and work toward its achievement; and collaborate with others to achieve outstanding performance, especially in difficult circumstances and major transitions.

Ability to effectively delegate, coordinate, motivate, and evaluate contract staff to achieve results.

Ability to evaluate and recommend process improvements and new and emerging technologies to meet customer requirements and emerging mission needs.

Ability to influence strategic or high impact decisions within and outside CIO using effective negotiation skills to address difficult issues with Senior and Executive Managers.

Ability to manage relationships among contractors, customers, and government technical workers demonstrated by fostering a climate conducive to positive working relationships; staying informed on major developments; coaching others in the value, issues and methods of good customer, contractor, and government technical worker relationships.

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Demonstrated ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work.

Demonstrated knowledge of approaches, tools and techniques for justifying a project, equipment or contract staffing expenditures; identifying cost, benefits and associated risks.

Effective leadership and management skills, gained through previous assignments in formal and informal leadership roles.

Highly effective communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, open forums, etc.) using a variety of formats (E-mail, briefings, memoranda, etc.).

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Technical knowledge appropriate to the assignment:
o Significant knowledge of system management tools, software and processes; and associated platform, hardware and software technologies gained from previous assignments managing a centralized server operation and/or IT infrastructure organization.
o Thorough understanding of CIO services with particular depth in the area of Computing Services environment.

Thorough knowledge and ability to adhere to and ensure compliance with all Security and Safety standards, Counter-Intelligence policies and procedures.

Working knowledge of Resource Management policies and procedures gained from previous experience with Contracting, Procurement, Budgeting, Finance and/or Project Management.

Minimum Education

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Positions may require occasional travel throughout the Washington Metropolitan Area and domestic or foreign TDY travel.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computing Services Manager - Full Performance

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work in the Chief Information Officer (CIO) Mission Support Office, Computing Services occupational specialty. In coordination with senior management, positions develop the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmentals. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the's computing infrastructure. Positions also provide advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards. Positions at this level have demonstrated competency in leadership, supervision, resource management, and a comprehensive understanding of the organization's mission and customer needs. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Short Summary:

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Duties, Tasks, and Responsibilities

Advises executive managers/customers on issues, impacts, risks, options and implications of key policy decisions.

Advises management and customers on how to implement policies and procedures

Assigns work to subordinates including other Managers and/or Senior Project Managers

Coordinates on staff resource decisions to meet corporate strategic goals

Depending on assignment may play an active role in recruiting, external hiring, and selection for the component

Determines appropriate performance metrics for the organization and effectively communicates them to subordinates.

Develops strategic alliances with key contacts and senior-level officials.

Develops strategies to increase awareness of CIO business practices and advocates them throughout the organization.

Directs the work of subordinates including other Managers and/or Senior Project Managers to ensure that Computing Services work is performed in an accurate and timely fashion.

Ensures Security, Safety, and Counter-Intelligence regulations, policies and procedures are followed.

Ensures daily Computing Services activities and projects are accurately carried out.

Evaluates the performance and skills of subordinates and provides performance and developmental feedback on an ongoing basis.

Incorporates and manages diversity in the workplace

Incorporates "best management practices" in the workplace

Manages and provides direction and guidance to staff or contractors in the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmental.

Manages operations and resources within Computing Services components.
Develops goals/objectives for CIO programs.

Manages the establishment of performance objectives and standards; assists subordinates including other Managers and/or Senior Project Managers in setting individual goals.

Participates in personnel selection and assignment process.

Provides advice and guidance to Senior and Executive Management on a broad range of CIO issues related to Computing Services.

Provides broad technical advice and guidance on CIO processes, resources, policy interpretation, workflow, and Directorate/MSO priorities

Represents the organization as a member of various internal and external boards, task forces and working groups relevant to CIO's mission in the area of Computing Services. Provides advice and guidance on organization-wide and -wide CIO plans, policies, and regulations, and reviews the adequacy of resources available to organization/CIO programs.

Reviews, advises on and approves plans and concepts for new business and technologies.

Serves as an Agent for Change in the component and CIO; manages the successful and smooth transition from current to desired culture, practices, structure and overall organizational environment as defined by senior leaders.

Sets own career development objectives and continuously improves own level of substantive competence. Maintains relevant certifications.

Supports budget formulation activities; defends and executes organization's budgets in accordance with established regulations and procedures. Monitors resources on a regular basis to ensure activities remain within budget.

Knowledge, Skills, and Abilities

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Demonstrated ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work.

Demonstrated knowledge of approaches, tools and techniques for justifying a project, equipment or contract staffing expenditures; identifying cost, benefits and associated risks.

Effective leadership and management skills, gained through previous assignments in formal and informal leadership roles.

Highly effective communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, open forums, etc.) using a variety of formats (E-mail, briefings, memoranda, etc.).

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Positions may require occasional travel throughout the Washington Metropolitan Area and domestic or foreign TDY travel.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computing Services Manager - Manager

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work in the Chief Information Officer (CIO) Mission Support Office, Computing Services occupational specialty. In coordination with senior management, positions develop the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmentals. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the's computing infrastructure. Positions also provide advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards. Positions at this level have demonstrated competency in leadership, supervision, resource management, and a comprehensive understanding of the organization's mission and customer needs. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

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Duties, Tasks, and Responsibilities

Advises executive managers/customers on issues, impacts, risks, options and implications of key policy decisions.

Advises management and customers on how to implement policies and procedures.

Assigns work to subordinates including other Managers and/or Senior Project Managers.

Coordinates on staff resource decisions to meet corporate strategic goals.

Depending on assignment may play an active role in recruiting, external hiring, and selection for the component.

Determines appropriate performance metrics for the organization and effectively communicates them to subordinates

Develops strategic alliances with key contacts and senior-level officials

Develops strategies to increase awareness of CIO business practices and advocates them throughout the organization.

Directs the work of subordinates including other Managers and/or Senior Project Managers to ensure that Computing Services work is performed in an accurate and timely fashion.

Ensures Security, Safety, and Counter-Intelligence regulations, policies and procedures are followed.

Ensures daily Computing Services activities and projects are accurately carried out.

Evaluates the performance and skills of subordinates and provides performance and developmental feedback on an ongoing basis

Incorporates and manages diversity in the workplace.

Incorporates "best management practices" in the workplace.

Manages and provides direction and guidance to staff or contractors in the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmentals.

Manages operations and resources within Computing Services components.
Develops goals/objectives for CIO programs.

Manages the establishment of performance objectives and standards; assists subordinates including other Managers and/or Senior Project Managers in setting individual goals.

Participates in personnel selection and assignment process.

Provides advice and guidance to Senior and Executive Management on a broad range of CIO issues related to Computing Services.

Provides broad technical advice and guidance on CIO processes, resources, policy interpretation, workflow, and Directorate/MSO priorities.

Represents the organization as a member of various internal and external boards, task forces and working groups relevant to CIO's mission in the area of Computing Services. Provides advice and guidance on organization-wide and -wide CIO plans, policies, and regulations, and reviews the adequacy of resources available to organization/CIO programs.

Reviews, advises on and approves plans and concepts for new business and technologies.

Serves as an Agent for Change in the component and CIO; manages the successful and smooth transition from current to desired culture, practices, structure and overall organizational environment as defined by senior leaders.

Sets own career development objectives and continuously improves own level of substantive competence. Maintains relevant certifications.

Supports budget formulation activities; defends and executes organization's budgets in accordance with established regulations and procedures. Monitors resources on a regular basis to ensure activities remain within budget.

Knowledge, Skills, and Abilities

Ability to address training and career development needs of individuals, teams or organization to achieve strategic organizational objectives.

Ability to anticipate the changing demands for skills and plans to meet the future demands.

Ability to anticipate, effectively identifies, and expediently resolve complex problems.

Ability to be an agent for change, demonstrated by building commitment and allocating resources to make change happen; leading the definition of organizational vision and mission; designing processes, structures, reporting relationships, roles and responsibilities to support change; designing or participating in the design of a transition strategy and communications campaign for change; implementing a strategy for change

Ability to build a business case for a new technology, project or application related to Computing Services with complete funding profile including return on investment analysis.

Ability to effectively define and communicate organizational vision, objectives, initiatives and issues; inspire and motivate others to share vision and work toward its achievement; and collaborate with others to achieve outstanding performance, especially in difficult circumstances and major transitions.

Ability to effectively delegate, coordinate, motivate, and evaluate contract staff to achieve results.

Ability to evaluate and recommend process improvements and new and emerging technologies to meet customer requirements and emerging mission needs.

Ability to influence strategic or high impact decisions within and outside CIO using effective negotiation skills to address difficult issues with Senior and Executive Managers.

Ability to manage relationships among contractors, customers, and government technical workers demonstrated by fostering a climate conducive to positive working relationships; staying informed on major developments; coaching others in the value, issues and methods of good customer, contractor, and government technical worker relationships.

Ability to plan, set goals and determine strategies for accomplishing results; ability to monitor and evaluate progress toward goals.

Ability to work effectively with teams; demonstrated by fostering a collaborative work environment across the organization; understanding the dynamics and differences in roles to motivate and build team cohesiveness; encouraging information sharing, constructive feedback and cooperation from others; coaching team leaders on issues, problems and solutions options; and demonstrating leadership in cross-functional team initiatives.

Demonstrated ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work.

Demonstrated knowledge of approaches, tools and techniques for justifying a project, equipment or contract staffing expenditures; identifying cost, benefits and associated risks.

Effective leadership and management skills, gained through previous assignments in formal and informal leadership roles.

Highly effective communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, open forums, etc.) using a variety of formats (E-mail, briefings, memoranda, etc.).

Highly effective customer service skills, demonstrated by the ability to anticipate, analyze and respond to customer requirements in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Highly effective interpersonal skills, demonstrated by building relationships and networks within the Intelligence Community, the , and with subordinates.

Program leadership skills, demonstrated by providing strategic project management consulting; creating and implementing a strategy for supporting current and future business needs of organization; review and approve final strategic plans with customer; develop long-term strategies to deliver services that keep pace with technology trends.

Technical knowledge appropriate to the assignment:
- Significant knowledge of system management tools, software and processes; and associated platform, hardware and software technologies gained from previous assignments managing a centralized server operation and/or IT infrastructure organization.
- Thorough understanding of CIO services with particular depth in the area of Computing Services environment.

Thorough knowledge and ability to adhere to and ensure compliance with all Security and Safety standards, Counter-Intelligence policies and procedures.

Working knowledge of Resource Management policies and procedures gained from previous experience with Contracting, Procurement, Budgeting, Finance and/or Project Management.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computing Services Manager - Senior

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work in the Chief Information Officer (CIO) Mission Support Office, Computing Services occupational specialty. In coordination with senior management, positions develop the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmentals. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the's computing infrastructure. Positions also provide advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards. Positions at this level have demonstrated competency in leadership, supervision, resource management, and a comprehensive understanding of the organization's mission and customer needs. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Short Summary:

This is work in the Chief Information Officer (CIO) Mission Support Office, Computing Services occupational specialty. In coordination with senior management, positions develop the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmentals. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the's computing infrastructure. Positions also provide advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards. Positions at this level have demonstrated competency in leadership, supervision, resource management, and a comprehensive understanding of the organization's mission and customer needs. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Duties, Tasks, and Responsibilities

Advises executive managers/customers on issues, impacts, risks, options and implications of key policy decisions.

Advises management and customers on how to implement policies and procedures

Assigns work to subordinates including other Managers and/or Senior Project Managers

Coordinates on staff resource decisions to meet corporate strategic goals.

Depending on assignment may play an active role in recruiting, external hiring, and selection for the component.

Determines appropriate performance metrics for the organization and effectively communicates them to subordinates

Develops strategic alliances with key contacts and senior-level officials.

Develops strategies to increase awareness of CIO business practices and advocates them throughout the organization.

Directs the work of subordinates including other Managers and/or Senior Project Managers to ensure that Computing Services work is performed in an accurate and timely fashion.

Ensures Security, Safety, and Counter-Intelligence regulations, policies and procedures are followed.

Ensures daily Computing Services activities and projects are accurately carried out.

Evaluates the performance and skills of subordinates and provides performance and developmental feedback on an ongoing basis.

Incorporates and manages diversity in the workplace.

Incorporates "best management practices" in the workplace.

Manages and provides direction and guidance to staff or contractors in the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmental

Manages operations and resources within Computing Services components.
Develops goals/objectives for CIO programs.

Manages the establishment of performance objectives and standards; assists subordinates including other Managers and/or Senior Project Managers in setting individual goals.

Participates in personnel selection and assignment process

Provides advice and guidance to Senior and Executive Management on a broad range of CIO issues related to Computing Services.

Provides broad technical advice and guidance on CIO processes, resources, policy interpretation, workflow, and Directorate/MSO priorities.

Represents the organization as a member of various internal and external boards, task forces and working groups relevant to CIO's mission in the area of Computing Services. Provides advice and guidance on organization-wide and -wide CIO plans, policies, and regulations, and reviews the adequacy of resources available to organization/CIO programs.

Reviews, advises on and approves plans and concepts for new business and technologies

Serves as an Agent for Change in the component and CIO; manages the successful and smooth transition from current to desired culture, practices, structure and overall organizational environment as defined by senior leaders.

Sets own career development objectives and continuously improves own level of substantive competence. Maintains relevant certifications.

Supports budget formulation activities; defends and executes organization's budgets in accordance with established regulations and procedures. Monitors resources on a regular basis to ensure activities remain within budget.

Knowledge, Skills, and Abilities

Ability to address training and career development needs of individuals, teams or organization to achieve strategic organizational objectives.

Ability to anticipate the changing demands for skills and plans to meet the future demands.

Ability to anticipate, effectively identifies, and expediently resolve complex problems.

Ability to be an agent for change, demonstrated by building commitment and allocating resources to make change happen; leading the definition of organizational vision and mission; designing processes, structures, reporting relationships, roles and responsibilities to support change; designing or participating in the design of a transition strategy and communications campaign for change; implementing a strategy for change

Ability to build a business case for a new technology, project or application related to Computing Services with complete funding profile including return on investment analysis.

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Demonstrated ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work.

Demonstrated knowledge of approaches, tools and techniques for justifying a project, equipment or contract staffing expenditures; identifying cost, benefits and associated risks.

Effective leadership and management skills, gained through previous assignments in formal and informal leadership roles.

Highly effective communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, open forums, etc.) using a variety of formats (E-mail, briefings, memoranda, etc.).

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Thorough knowledge and ability to adhere to and ensure compliance with all Security and Safety standards, Counter-Intelligence policies and procedures.

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Minimum Education

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Positions may require occasional travel throughout the Washington Metropolitan Area and domestic or foreign TDY travel.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Computing Services Manager - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work in the Chief Information Officer (CIO) Mission Support Office, Computing Services occupational specialty. In coordination with senior management, positions develop the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmentals. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the's computing infrastructure. Positions also provide advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards. Positions at this level have demonstrated competency in leadership, supervision, resource management, and a comprehensive understanding of the organization's mission and customer needs. Based on assignment, incumbents oversee and manage contracting activities associated to Contracting Officer's Technical Representative responsibilities; ensures coordination with the contacting officer.

Short Summary:

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Duties, Tasks, and Responsibilities

Advises executive managers/customers on issues, impacts, risks, options and implications of key policy decisions.

Advises management and customers on how to implement policies and procedures

Assigns work to subordinates including other Managers and/or Senior Project Managers.

Coordinates on staff resource decisions to meet corporate strategic goals

Depending on assignment may play an active role in recruiting, external hiring, and selection for the component.

Determines appropriate performance metrics for the organization and effectively communicates them to subordinates

Develops strategic alliances with key contacts and senior-level officials.

Develops strategies to increase awareness of CIO business practices and advocates them throughout the organization.

Directs the work of subordinates including other Managers and/or Senior Project Managers to ensure that Computing Services work is performed in an accurate and timely fashion

Ensures Security, Safety, and Counter-Intelligence regulations, policies and procedures are followed.

Ensures daily Computing Services activities and projects are accurately carried out.

Evaluates the performance and skills of subordinates and provides performance and developmental feedback on an ongoing basis.

Incorporates and manages diversity in the workplace

Incorporates "best management practices" in the workplace.

Manages and provides direction and guidance to staff or contractors in the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environments.

Manages operations and resources within Computing Services components.
Develops goals/objectives for CIO programs.

Manages the establishment of performance objectives and standards; assists subordinates including other Managers and/or Senior Project Managers in setting individual goals.

Participates in personnel selection and assignment process.

Provides advice and guidance to Senior and Executive Management on a broad range of CIO issues related to Computing Services.

Provides broad technical advice and guidance on CIO processes, resources, policy interpretation, workflow, and Directorate/MSO priorities.

Represents the organization as a member of various internal and external boards, task forces and working groups relevant to CIO's mission in the area of Computing Services. Provides advice and guidance on organization-wide and -wide CIO plans, policies, and regulations, and reviews the adequacy of resources available to organization/CIO programs.

Reviews, advises on and approves plans and concepts for new business and technologies.

Serves as an Agent for Change in the component and CIO; manages the successful and smooth transition from current to desired culture, practices, structure and overall organizational environment as defined by senior leaders.

Sets own career development objectives and continuously improves own level of substantive competence. Maintains relevant certifications.

Supports budget formulation activities; defends and executes organization's budgets in accordance with established regulations and procedures. Monitors resources on a regular basis to ensure activities remain within budget

Knowledge, Skills, and Abilities

Ability to address training and career development needs of individuals, teams or organization to achieve strategic organizational objectives.

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Ability to anticipate, effectively identify, and expediently resolve complex problems.

Ability to be an agent for change, demonstrated by building commitment and allocating resources to make change happen; leading the definition of organizational vision and mission; designing processes, structures, reporting relationships, roles and responsibilities to support change; designing or participating in the design of a transition strategy and communications campaign for change; implementing a strategy for change

Ability to build a business case for a new technology, project or application related to Computing Services with complete funding profile including return on investment analysis.

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Ability to effectively delegate, coordinate, motivate, and evaluate staff to achieve results.

Ability to evaluate and recommend process improvements and new and emerging technologies to meet customer requirements and emerging mission needs.

Ability to influence strategic or high impact decisions within and outside CIO using effective negotiation skills to address difficult issues with Senior and Executive Managers.

Ability to manage relationships among contractors, customers, and government technical workers demonstrated by fostering a climate conducive to positive working relationships; staying informed on major developments; coaching others in the value, issues and methods of good customer, contractor, and government technical worker relationships.

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Demonstrated ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work.

Demonstrated knowledge of approaches, tools and techniques for justifying a project, equipment or staffing expenditures; identifying cost, benefits and associated risks.

Effective leadership and management skills, gained through previous assignments in formal and informal leadership roles

Highly effective communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, open forums, etc.) using a variety of formats (E-mail, briefings, memoranda, etc.).

Highly effective customer service skills, demonstrated by the ability to anticipate, analyze and respond to customer requirements in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Highly effective interpersonal skills, demonstrated by building relationships and networks within the Intelligence Community, the , and with subordinates.

Program leadership skills, demonstrated by providing strategic project management consulting; creating and implementing a strategy for supporting current and future business needs of organization; review and approve final strategic plans with customer; develop long-term strategies to deliver services that keep pace with technology trends.

Technical knowledge appropriate to the assignment:
o Significant knowledge of system management tools, software and processes; and associated platform, hardware and software technologies gained from previous assignments managing a centralized server operation and/or IT infrastructure organization.
o Thorough understanding of CIO services with particular depth in the area of Computing Services environment.

Thorough knowledge and ability to adhere to and ensure compliance with all Security and Safety standards, Counter-Intelligence policies and procedures.

Working knowledge of Resource Management policies and procedures gained from previous experience with Contracting, Procurement, Budgeting, Finance and/or Project Management.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Positions may require occasional travel throughout the Washington Metropolitan Area and domestic or foreign TDY travel.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Configuration Manager - Developmental

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[15-1121] Computer Systems Analysts

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as a corporate referent on technical writing and editing matters. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Short Summary:

Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as a corporate referent on technical writing and editing matters. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Duties, Tasks, and Responsibilities

Configure and monitor audit files for security issues.

Configure and monitor various Web search engines.

Configure and report statistics concerning Web site usage.

Ensure adherence of CM processes throughout life cycle development phases

Ensure overall Web site quality assurance to include properly formatted metadata, common look and feel pages, and navigation buttons.

Evaluate new Web authoring tools or products.

Implement approved changes to CMDB structure including attributes and relationships.

Improve and develop the process, working methods and tools.

Liaise with the customer to ensure requirements are met and ensure the CMDB integrity.

Maintain the configuration management database (CMDB) and maintain system documentation.

Maintain the master project schedule.

Manage a website.

Manage and document the configuration baseline and control process for applications

Manage and track changes to project baselines, as well as regularly track project and master schedule and control gate progress.

Manage the baseline configuration for all-project related work for project oversight as well as office-level oversight and control.

Manage the configuration of software executables to environments (development, test, staging and production)

Plan a schedule of independent audits and perform audits on the CMDB, comparing its contents with the actual IT infrastructure.

Process on a regular cycle discrepancy reports, requirements, build reports, investigation reports, request for changes, operation change requests. Assist in changes to the CM process, responsible for establishing and maintaining both new and existing schedules.

Produce and issue managements reports from CMDB.

Provide executive support to the Configuration Management Board, including scheduling meetings, developing agenda, assisting project managers who are on the agenda and assisting the Chair to run the meetings.

Provide reports and repairs broken links.

Provide support at meetings, enter or updates configuration tracking information in appropriate databases, develop board agendas, notify board attendees of meetings, enter board related data in appropriate databases, install, maintain and troubleshoots problems related to Configuration Control Board action items/issues.

Record and report the change process and implementation status for applications

Record and track Action Items

Report status of Action Items

Report status of CRs, DRs and RFCs

Support project teams in defining, documenting, and changing and baselining project configuration items.

Track and monitor status of Change Requests (CRs), Discrepancy Reports (DRs) and Request For Changes (RFCs)

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID system

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Configuration Manager - Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1121] Computer Systems Analysts

Long Summary:
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Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as a corporate referent on technical writing and editing matters. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Short Summary:

Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
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Duties, Tasks, and Responsibilities

Configure and monitor audit files for security issues

Configure and monitor various Web search engines.

Configure and report statistics concerning Web site usage.

Ensure adherence of CM processes throughout life cycle development phases

Ensure overall Web site quality assurance to include properly formatted metadata, common look and feel pages, and navigation buttons.

Evaluate new Web authoring tools or products.

Implement approved changes to CMDB structure including attributes and relationships.

Improve and develop the process, working methods and tools.

Liaise with the customer to ensure requirements are met and ensure the CMDB integrity.

Maintain the configuration management database (CMDB) and maintain system documentation.

Maintain the master project schedule.

Manage a website.

Manage and document the configuration baseline and control process for applications

Manage and track changes to project baselines, as well as regularly track project and master schedule and control gate progress.

Manage the baseline configuration for all-project related work for project oversight as well as office-level oversight and control.

Manage the configuration of software executables to environments (development, test, staging and production)

Plan a schedule of independent audits and perform audits on the CMDB, comparing its contents with the actual IT infrastructure.

Process on a regular cycle discrepancy reports, requirements, build reports, investigation reports, request for changes, operation change requests. Assist in changes to the CM process, responsible for establishing and maintaining both new and existing schedules.

Produce and issue managements reports from CMDB.

Provide executive support to the Configuration Management Board, including scheduling meetings, developing agenda, assisting project managers who are on the agenda and assisting the Chair to run the meetings.

Provide reports and repairs broken links.

Provide support at meetings, enter or updates configuration tracking information in appropriate databases, develop board agendas, notify board attendees of meetings, enter board related data in appropriate databases, install, maintain and troubleshoots problems related to Configuration Control Board action items/issues.

Record and report the change process and implementation status for applications

Record and track Action Items

Report status of Action Items

Report status of CRs, DRs and RFCs

Support project teams in defining, documenting, and changing and baselining project configuration items.

Track and monitor status of Change Requests (CRs), Discrepancy Reports (DRs) and Request For Changes (RFCs)

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID system

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Configuration Manager - Full Performance

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1121] Computer Systems Analysts

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
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Duties, Tasks, and Responsibilities

Configure and monitor audit files for security issues.

Configure and monitor various Web search engines.

Configure and report statistics concerning Web site usage.

Ensure adherence of CM processes throughout life cycle development phases

Ensure overall Web site quality assurance to include properly formatted metadata, common look and feel pages, and navigation buttons.

Evaluate new Web authoring tools or products.

Implement approved changes to CMDB structure including attributes and relationships.

Improve and develop the process, working methods and tools.

Liaise with the customer to ensure requirements are met and ensure the CMDB integrity.

Maintain the configuration management database (CMDB) and maintain system documentation.

Maintain the master project schedule.

Manage a website.

Manage and document the configuration baseline and control process for applications

Manage and track changes to project baselines, as well as regularly track project and master schedule and control gate progress.

Manage the baseline configuration for all-project related work for project oversight as well as office-level oversight and control.

Manage the configuration of software executables to environments (development, test, staging and production)

Plan a schedule of independent audits and perform audits on the CMDB, comparing its contents with the actual IT infrastructure.

Process on a regular cycle discrepancy reports, requirements, build reports, investigation reports, request for changes, operation change requests. Assist in changes to the CM process, responsible for establishing and maintaining both new and existing schedules.

Produce and issue managements reports from CMDB.

Provide executive support to the Configuration Management Board, including scheduling meetings, developing agenda, assisting project managers who are on the agenda and assisting the Chair to run the meetings.

Provide reports and repairs broken links.

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Record and report the change process and implementation status for applications

Record and track Action Items

Report status of Action Items

Report status of CRs, DRs and RFCs

Support project teams in defining, documenting, and changing and baselining project configuration items.

Track and monitor status of Change Requests (CRs), Discrepancy Reports (DRs) and Request For Changes (RFCs)

Knowledge, Skills, and Abilities

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

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Supervision Received and Given

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Configuration Manager - Manager

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID system

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Configuration Manager - Senior

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1121] Computer Systems Analysts

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as a corporate referent on technical writing and editing matters. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Short Summary:

Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as a corporate referent on technical writing and editing matters. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Duties, Tasks, and Responsibilities

Configure and monitor audit files for security issues.

Configure and monitor various Web search engines.

Configure and report statistics concerning Web site usage.

Ensure adherence of CM processes throughout life cycle development phases

Ensure overall Web site quality assurance to include properly formatted metadata, common look and feel pages, and navigation buttons.

Evaluate new Web authoring tools or products.

Implement approved changes to CMDB structure including attributes and relationships.

Improve and develop the process, working methods and tools.

Liaise with the customer to ensure requirements are met and ensure the CMDB integrity.

Maintain the configuration management database (CMDB) and maintain system documentation.

Maintain the master project schedule.

Manage a website.

Manage and document the configuration baseline and control process for applications

Manage and track changes to project baselines, as well as regularly track project and master schedule and control gate progress.

Manage the baseline configuration for all-project related work for project oversight as well as office-level oversight and control.

Manage the configuration of software executables to environments (development, test, staging and production)

Plan a schedule of independent audits and perform audits on the CMDB, comparing its contents with the actual IT infrastructure.

Process on a regular cycle discrepancy reports, requirements, build reports, investigation reports, request for changes, operation change requests. Assist in changes to the CM process, responsible for establishing and maintaining both new and existing schedules.

Produce and issue managements reports from CMDB.

Provide executive support to the Configuration Management Board, including scheduling meetings, developing agenda, assisting project managers who are on the agenda and assisting the Chair to run the meetings.

Provide reports and repairs broken links.

Provide support at meetings, enter or updates configuration tracking information in appropriate databases, develop board agendas, notify board attendees of meetings, enter board related data in appropriate databases, install, maintain and troubleshoots problems related to Configuration Control Board action items/issues.

Record and report the change process and implementation status for applications

Record and track Action Items

Report status of Action Items

Report status of CRs, DRs and RFCs

Support project teams in defining, documenting, and changing and baselining project configuration items.

Track and monitor status of Change Requests (CRs), Discrepancy Reports (DRs) and Request For Changes (RFCs)

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

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Work Environment

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Configuration Manager - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1120] Computer and Information Analysts

Long Summary:
Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
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Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

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Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

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Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

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Tools

Desktop computers

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Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Customer Services and Information Technology Officer - Developmental

Skill Community: Enterprise IT

Labor Group: Customer Services

Job Classification: Contractor

Status: Active

Date Effective: 10/3/2012

Standard Occupational Code:
 [15-1150] Computer Support Specialists

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Customer Services and Information Technology Officers: Senior (CSITOs:R) provide in-depth Tier 1 and Tier 2 support and problem resolution for technology products and/or applications. Depending upon the area of assignment, CSITO:R work may include the following activities: technology or systems-related, centralized customer service center functions; developing and improving the processes of a centralized technology customer service center; interfacing daily with representatives from all elements of the GCS to resolve technical issues and outages; identifying, analyzing, and implementing process changes; developing performance measures for the GCS organization; soliciting and tracking customer satisfaction feedback; managing the transition of IT service and infrastructure initiatives; providing technical guidance and direction to component close support teams for all new and component specific applications and deployments. Forward deployed CSITOs:R serve as Office/Directorate transition managers and lead activities related to the 's standard operational environment and component application deliveries.

Short Summary:

Customer Services and Information Technology Officers: Senior (CSITOs:R) provide in-depth Tier 1 and Tier 2 support and problem resolution for technology products and/or applications. Depending upon the area of assignment, CSITO:R work may include the following activities: technology or systems-related, centralized customer service center functions; developing and improving the processes of a centralized technology customer service center; interfacing daily with representatives from all elements of the GCS to resolve technical issues and outages; identifying, analyzing, and implementing process changes; developing performance measures for the GCS organization; soliciting and tracking customer satisfaction feedback; managing the transition of IT service and infrastructure initiatives; providing technical guidance and direction to component close support teams for all new and component specific applications and deployments. Forward deployed CSITOs:R serve as Office/Directorate transition managers and lead activities related to the 's standard operational environment and component application deliveries.

Duties, Tasks, and Responsibilities

Coordinates the transition of IT service and infrastructure initiatives. Coordinates the worldwide implementation of IT and security policies that impact IT infrastructure. Assesses and coordinates customer impact of multiple, sometimes conflicting deployment schedules to the standard operational environment and exercises authority to proceed, delay, or cancel deliveries. Serves as stakeholder at appropriate Boards, and other control gates and readiness reviews as required. Engages with service providers or close support team members for data in support of root cause analysis. Provides input on

GCS responses to proposed policy documentation that incorporates mission partner as well as service provider impacts. Propose and review new concepts, program plans, and/or policies to provide substantive input that guides implementation, including writing security plans, MOUs, and SLAs.

Provides 24-hour IS operational support. Monitors and manages applications, hardware, and accesses across the overall enterprise network (AEN) (i.e., equipment, operating environment, and corporate applications that support the transmission, receipt, and processing of information, etc.), including voice, data, video, image, facsimile, audio, workgroup, mainframes, Internet, teleconferencing, Local Area Networks (LAN), and Wide Area Networks (WAN). Reviews reports of critical issues and ensures appropriate resources are assigned to problem. May make resource management and work prioritization decisions. Create, lead, or participates in various quick response "tiger teams" comprised of technical experts tasked with resolving an operational problem or service outage. Coordinates with customer and provides impact analysis to GCS service providers on maintenance and service downtime of any IT services/systems. Writes situation reports and provides impact analysis to GCS senior managers and customer representatives regarding outages and associated customer impacts. Facilitates intra-GCS communication to ensure quick resolution of all IT issues.

Provides thorough IT consulting, triage, and problem resolution for technical products and/or applications on the enterprise IS environment. Interacts with customers to troubleshoot and resolve moderately complex hardware, software, and performance problems and access issues for customers using mainframe, LANs, PCs and printers. Evaluates and identifies solutions; refers Tier 2 and Tier 3 problems to internal or external technical, service personnel; coordinates the procurement of necessary services. Reviews daily and weekly customer service reports, assessing performance and services and assures proper resolution of issues. Assesses performance and services. Evaluates and identifies solutions to open issues. Provides advice, guidance, and instruction to junior contract staff and others on technology service desk functions.

Seeks to improve the processes of IS services. Identifies opportunities for new or more efficient application of the organization's technological capabilities. Recommends upgrades of hardware and software, or modifications to procedures to improve efficiency and maintain regulatory compliance. Develops performance measures for all GCS organizational levels (e.g., developing definitions for routine and critical problem thresholds). Gathers and analyzes data; briefs all levels of management on findings. Recommends and implements process changes.

Solicits and tracks -wide customer satisfaction feedback. Designs survey processes to collect customer feedback. Creates database repositories for storing and retrieving customer feedback. Analyzes customer feedback; investigates problems. Provides liaison between customer and technical. Observes and reports trends

Knowledge, Skills, and Abilities

Ability to define resource requirements and use resources to attain project goals within cost and schedule.

Ability to develop and implement transition plans for customers for the introduction of new technology platforms; develop and present correspondence, technical documents, and reports on moderately complex issues that cross directorate and/or technology boundaries.

Ability to elicit information on moderately complex technical problems from non-technical customers for use in diagnosis, analysis, and resolution of problems requiring significant analysis across multiple environments.

Ability to organize and plan personal as well as team tasks in a changing environment, monitor their execution, anticipate risks, assess impacts, and develop contingency plans.

Ability to prepare and deliver briefings to convey moderately complex information to peers, customers, and management.

Ability to proactively anticipate customer needs, analyze complex requirements, and ensure expectations are met within feasible cost and time projections.

Ability to serve as team lead, providing feedback, guidance, and direction to and sharing knowledge with fellow team members, promoting teamwork and collaboration, emphasizing quality, customer satisfaction, creativity, and cost effectiveness.

Ability to work independently or as lead in team environment to resolve customer problems; ability to identify and resolve complex access problems.

Basic knowledge of Project Management concepts and principles.

Considerable knowledge and extensive occupation-specific knowledge of IT industry.

Considerable knowledge of lifecycle and programmatic milestones, regardless of project type

Considerable knowledge of the functionality and business applicability of pertinent software applications, including (but not limited to) business, corporate, and mission-specific applications.

Considerable knowledge of the organizational structure, mission, and business functions of   to include both WMA and field.

Considerable knowledge of the organizational structure, mission, and business functions of the Intelligence Community.

Considerable knowledge of the 's standard operational environment, including (but not limited to) desktop hardware, software, peripherals, web technologies, security guidelines, operating systems for the major environments, mainframe environments, account management, network infrastructure, telecommunications, and one or more of the major service areas within the Office (i.e., Requirements Management, Desktop Technologies, Corporate Applications, Access Administration, Voice Infrastructure, etc.).

Considerable overall knowledge of the organizational structure, mission, and business functions of the Directorate of Support.

Demonstrated ability to make sound, defensible decisions on a variety of technical, resource, and organizational issues, even in ambiguous or high-pressure situations.

Excellent interpersonal skills to interface consistently and effectively with customers, technical staff, project team members, and management to identify issues, negotiate changes, meet deadlines, market services, and provide excellent customer service.

Excellent oral and written communication skills; ability to explain rules, procedures and highly complex technical information clearly and accurately, both orally and in writing.

Thorough knowledge of the organizational structure, mission, and business functions of OGI and GCS.

Working knowledge of Intelligence Community networks/systems for integration and installation.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Database user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tools

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Customer Services and Information Technology Officer - Expert

Skill Community: Enterprise IT

Labor Group: Customer Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
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Short Summary:
Customer Services and Information Technology Officers: Senior (CSITOs:R) provide in-depth Tier 1 and Tier 2 support and problem resolution for technology products and/or applications. Depending upon the area of assignment, CSITO:R work may include the following activities: technology or systems-related, centralized customer service center functions; developing and improving the processes of a centralized technology customer service center; interfacing daily with representatives from all elements of the GCS to resolve technical issues and outages; identifying, analyzing, and implementing process changes; developing performance measures for the GCS organization; soliciting and tracking customer satisfaction feedback; managing the transition of IT service and infrastructure initiatives; providing technical guidance and direction to component close support teams for all new and component specific applications and deployments. Forward deployed CSITOs:R serve as Office/Directorate transition managers and lead activities related to the 's standard operational environment and component application deliveries.

Duties, Tasks, and Responsibilities

Coordinates the transition of IT service and infrastructure initiatives. Coordinates the worldwide implementation of IT and security policies that impact IT infrastructure. Assesses and coordinates customer impact of multiple, sometimes conflicting deployment schedules to the standard operational environment and exercises authority to proceed, delay, or cancel deliveries. Serves as stakeholder at appropriate Boards, and other control gates and readiness reviews as required. Engages with service providers or close support team members for data in support of root cause analysis. Provides input on GCS responses to proposed policy documentation that incorporates mission partner as well as service

provider impacts. Propose and review new concepts, program plans, and/or policies to provide substantive input that guides implementation, including writing security plans, MOUs, and SLAs.

Provides 24-hour IS operational support. Monitors and manages applications, hardware, and accesses across the overall enterprise network (AEN) (i.e., equipment, operating environment, and corporate applications that support the transmission, receipt, and processing of information, etc.), including voice, data, video, image, facsimile, audio, workgroup, mainframes, Internet, teleconferencing, Local Area Networks (LAN), and Wide Area Networks (WAN). Reviews reports of critical issues and ensures appropriate resources are assigned to problem. May make resource management and work prioritization decisions. Create, lead, or participates in various quick response "tiger teams" comprised of technical experts tasked with resolving an operational problem or service outage. Coordinates with customer and provides impact analysis to GCS service providers on maintenance and service downtime of any IT services/systems. Writes situation reports and provides impact analysis to GCS senior managers and customer representatives regarding outages and associated customer impacts. Facilitates intra-GCS communication to ensure quick resolution of all IT issues.

Provides thorough IT consulting, triage, and problem resolution for technical products and/or applications on the enterprise IS environment. Interacts with customers to troubleshoot and resolve moderately complex hardware, software, and performance problems and access issues for customers using mainframe, LANs, PCs and printers. Evaluates and identifies solutions; refers Tier 2 and Tier 3 problems to internal or external technical, service personnel; coordinates the procurement of necessary services. Reviews daily and weekly customer service reports, assessing performance and services and assures proper resolution of issues. Assesses performance and services. Evaluates and identifies solutions to open issues. Provides advice, guidance, and instruction to junior contract staff and others on technology service desk functions.

Seeks to improve the processes of IS services. Identifies opportunities for new or more efficient application of the organization's technological capabilities. Recommends upgrades of hardware and software, or modifications to procedures to improve efficiency and maintain regulatory compliance. Develops performance measures for all GCS organizational levels (e.g., developing definitions for routine and critical problem thresholds). Gathers and analyzes data; briefs all levels of management on findings. Recommends and implements process changes.

Solicits and tracks -wide customer satisfaction feedback. Designs survey processes to collect customer feedback. Creates database repositories for storing and retrieving customer feedback. Analyzes customer feedback; investigates problems. Provides liaison between customer and technical. Observes and reports trends

Knowledge, Skills, and Abilities

Ability to define resource requirements and use resources to attain project goals within cost and schedule.

Ability to develop and implement transition plans for customers for the introduction of new technology platforms; develop and present correspondence, technical documents, and reports on moderately complex issues that cross directorate and/or technology boundaries.

Ability to elicit information on moderately complex technical problems from non-technical customers for use in diagnosis, analysis, and resolution of problems requiring significant analysis across multiple environments.

Ability to organize and plan personal as well as team tasks in a changing environment, monitor their execution, anticipate risks, assess impacts, and develop contingency plans.

Ability to prepare and deliver briefings to convey moderately complex information to peers, customers, and management.

Ability to proactively anticipate customer needs, analyze complex requirements, and ensure expectations are met within feasible cost and time projections.

Ability to serve as team lead, providing feedback, guidance, and direction to and sharing knowledge with fellow team members, promoting teamwork and collaboration, emphasizing quality, customer satisfaction, creativity, and cost effectiveness.

Ability to work independently or as lead in team environment to resolve customer problems; ability to identify and resolve complex access problems.

Basic knowledge of Project Management concepts and principles.

Considerable knowledge and extensive occupation-specific knowledge of IT industry.

Considerable knowledge of lifecycle and programmatic milestones, regardless of project type

Considerable knowledge of the functionality and business applicability of pertinent software applications, including (but not limited to) business, corporate, and mission-specific applications.

Considerable knowledge of the organizational structure, mission, and business functions of   to include both WMA and field.

Considerable knowledge of the organizational structure, mission, and business functions of the Intelligence Community.

Considerable knowledge of the 's standard operational environment, including (but not limited to) desktop hardware, software, peripherals, web technologies, security guidelines, operating systems for the major environments, mainframe environments, account management, network infrastructure, telecommunications, and one or more of the major service areas within the Office (i.e., Requirements Management, Desktop Technologies, Corporate Applications, Access Administration, Voice Infrastructure, etc.).

Considerable overall knowledge of the organizational structure, mission, and business functions of the Directorate of Support.

Demonstrated ability to make sound, defensible decisions on a variety of technical, resource, and organizational issues, even in ambiguous or high-pressure situations.

Excellent interpersonal skills to interface consistently and effectively with customers, technical staff, project team members, and management to identify issues, negotiate changes, meet deadlines, market services, and provide excellent customer service.

Excellent oral and written communication skills; ability to explain rules, procedures and highly complex technical information clearly and accurately, both orally and in writing.

Thorough knowledge of the organizational structure, mission, and business functions of OGI and GCS.

Working knowledge of Intelligence Community networks/systems for integration and installation.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tools

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Customer Services and Information Technology Officer - Full Performance

Skill Community: Enterprise IT

Labor Group: Customer Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

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MS Office Suite

Markup language – HTML

Metric Tools

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Work Environment

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Customer Services and Information Technology Officer - Manager

Skill Community: Enterprise IT

Labor Group: Customer Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Database user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tools

Tools

Desktop Computers

Work Environment

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Customer Services and Information Technology Officer - Senior

Skill Community: Enterprise IT

Labor Group: Customer Services

Job Classification: Contractor

Status: Active

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Provides thorough IT consulting, triage, and problem resolution for technical products and/or applications on the enterprise IS environment. Interacts with customers to troubleshoot and resolve moderately complex hardware, software, and performance problems and access issues for customers using mainframe, LANs, PCs and printers. Evaluates and identifies solutions; refers Tier 2 and Tier 3 problems to internal or external technical, service personnel; coordinates the procurement of necessary services. Reviews daily and weekly customer service reports, assessing performance and services and assures proper resolution of issues. Assesses performance and services. Evaluates and identifies solutions to open issues. Provides advice, guidance, and instruction to junior contract staff and others on technology service desk functions.

Seeks to improve the processes of IS services. Identifies opportunities for new or more efficient application of the organization's technological capabilities. Recommends upgrades of hardware and software, or modifications to procedures to improve efficiency and maintain regulatory compliance. Develops performance measures for all GCS organizational levels (e.g., developing definitions for routine and critical problem thresholds). Gathers and analyzes data; briefs all levels of management on findings. Recommends and implements process changes.

Solicits and tracks -wide customer satisfaction feedback. Designs survey processes to collect customer feedback. Creates database repositories for storing and retrieving customer feedback. Analyzes customer feedback; investigates problems. Provides liaison between customer and technical. Observes and reports trends

Knowledge, Skills, and Abilities

Ability to define resource requirements and use resources to attain project goals within cost and schedule.

Ability to develop and implement transition plans for customers for the introduction of new technology platforms; develop and present correspondence, technical documents, and reports on moderately complex issues that cross directorate and/or technology boundaries.

Ability to elicit information on moderately complex technical problems from non-technical customers for use in diagnosis, analysis, and resolution of problems requiring significant analysis across multiple environments.

Ability to organize and plan personal as well as team tasks in a changing environment, monitor their execution, anticipate risks, assess impacts, and develop contingency plans.

Ability to prepare and deliver briefings to convey moderately complex information to peers, customers, and management.

Ability to proactively anticipate customer needs, analyze complex requirements, and ensure expectations are met within feasible cost and time projections.

Ability to serve as team lead, providing feedback, guidance, and direction to and sharing knowledge with fellow team members, promoting teamwork and collaboration, emphasizing quality, customer satisfaction, creativity, and cost effectiveness.

Ability to work independently or as lead in team environment to resolve customer problems; ability to identify and resolve complex access problems.

Basic knowledge of Project Management concepts and principles.

Considerable knowledge and extensive occupation-specific knowledge of IT industry.

Considerable knowledge of lifecycle and programmatic milestones, regardless of project type

Considerable knowledge of the functionality and business applicability of pertinent software applications, including (but not limited to) business, corporate, and mission-specific applications.

Considerable knowledge of the organizational structure, mission, and business functions of   to include both WMA and field.

Considerable knowledge of the organizational structure, mission, and business functions of the Intelligence Community.

Considerable knowledge of the 's standard operational environment, including (but not limited to) desktop hardware, software, peripherals, web technologies, security guidelines, operating systems for the major environments, mainframe environments, account management, network infrastructure, telecommunications, and one or more of the major service areas within the Office (i.e., Requirements Management, Desktop Technologies, Corporate Applications, Access Administration, Voice Infrastructure, etc.).

Considerable overall knowledge of the organizational structure, mission, and business functions of the Directorate of Support.

Demonstrated ability to make sound, defensible decisions on a variety of technical, resource, and organizational issues, even in ambiguous or high-pressure situations.

Excellent interpersonal skills to interface consistently and effectively with customers, technical staff, project team members, and management to identify issues, negotiate changes, meet deadlines, market services, and provide excellent customer service.

Excellent oral and written communication skills; ability to explain rules, procedures and highly complex technical information clearly and accurately, both orally and in writing.

Thorough knowledge of the organizational structure, mission, and business functions of OGI and GCS.

Working knowledge of Intelligence Community networks/systems for integration and installation.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tools

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Customer Services and Information Technology Officer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Customer Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Customer Services and Information Technology Officers: Senior (CSITOs:R) provide in-depth Tier 1 and Tier 2 support and problem resolution for technology products and/or applications. Depending upon the area of assignment, CSITO:R work may include the following activities: technology or systems-related, centralized customer service center functions; developing and improving the processes of a centralized technology customer service center; interfacing daily with representatives from all elements of the GCS to resolve technical issues and outages; identifying, analyzing, and implementing process changes; developing performance measures for the GCS organization; soliciting and tracking customer satisfaction feedback; managing the transition of IT service and infrastructure initiatives; providing technical guidance and direction to component close support teams for all new and component specific applications and deployments. Forward deployed CSITOs:R serve as Office/Directorate transition managers and lead activities related to the 's standard operational environment and component application deliveries.

Short Summary:
Customer Services and Information Technology Officers: Senior (CSITOs:R) provide in-depth Tier 1 and Tier 2 support and problem resolution for technology products and/or applications. Depending upon the area of assignment, CSITO:R work may include the following activities: technology or systems-related, centralized customer service center functions; developing and improving the processes of a centralized technology customer service center; interfacing daily with representatives from all elements of the GCS to resolve technical issues and outages; identifying, analyzing, and implementing process changes; developing performance measures for the GCS organization; soliciting and tracking customer satisfaction feedback; managing the transition of IT service and infrastructure initiatives; providing technical guidance and direction to component close support teams for all new and component specific applications and deployments. Forward deployed CSITOs:R serve as Office/Directorate transition managers and lead activities related to the 's standard operational environment and component application deliveries.

Duties, Tasks, and Responsibilities

Coordinates the transition of IT service and infrastructure initiatives. Coordinates the worldwide implementation of IT and security policies that impact IT infrastructure. Assesses and coordinates customer impact of multiple, sometimes conflicting deployment schedules to the standard operational environment and exercises authority to proceed, delay, or cancel deliveries. Serves as stakeholder at appropriate Boards, and other control gates and readiness reviews as required. Engages with service providers or close support team members for data in support of root cause analysis. Provides input on GCS responses to proposed policy documentation that incorporates mission partner as well as service

provider impacts. Propose and review new concepts, program plans, and/or policies to provide substantive input that guides implementation, including writing security plans, MOUs, and SLAs.

Provides 24-hour IS operational support. Monitors and manages applications, hardware, and accesses across the overall enterprise network (AEN) (i.e., equipment, operating environment, and corporate applications that support the transmission, receipt, and processing of information, etc.), including voice, data, video, image, facsimile, audio, workgroup, mainframes, Internet, teleconferencing, Local Area Networks (LAN), and Wide Area Networks (WAN). Reviews reports of critical issues and ensures appropriate resources are assigned to problem. May make resource management and work prioritization decisions. Create, lead, or participates in various quick response "tiger teams" comprised of technical experts tasked with resolving an operational problem or service outage. Coordinates with customer and provides impact analysis to GCS service providers on maintenance and service downtime of any IT services/systems. Writes situation reports and provides impact analysis to GCS senior managers and customer representatives regarding outages and associated customer impacts. Facilitates intra-GCS communication to ensure quick resolution of all IT issues.

Provides thorough IT consulting, triage, and problem resolution for technical products and/or applications on the enterprise IS environment. Interacts with customers to troubleshoot and resolve moderately complex hardware, software, and performance problems and access issues for customers using mainframe, LANs, PCs and printers. Evaluates and identifies solutions; refers Tier 2 and Tier 3 problems to internal or external technical, service personnel; coordinates the procurement of necessary services. Reviews daily and weekly customer service reports, assessing performance and services and assures proper resolution of issues. Assesses performance and services. Evaluates and identifies solutions to open issues. Provides advice, guidance, and instruction to junior contract staff and others on technology service desk functions.

Seeks to improve the processes of IS services. Identifies opportunities for new or more efficient application of the organization's technological capabilities. Recommends upgrades of hardware and software, or modifications to procedures to improve efficiency and maintain regulatory compliance. Develops performance measures for all GCS organizational levels (e.g., developing definitions for routine and critical problem thresholds). Gathers and analyzes data; briefs all levels of management on findings. Recommends and implements process changes.

Solicits and tracks -wide customer satisfaction feedback. Designs survey processes to collect customer feedback. Creates database repositories for storing and retrieving customer feedback. Analyzes customer feedback; investigates problems. Provides liaison between customer and technical. Observes and reports trends

Knowledge, Skills, and Abilities

Ability to define resource requirements and use resources to attain project goals within cost and schedule.

Ability to develop and implement transition plans for customers for the introduction of new technology platforms; develop and present correspondence, technical documents, and reports on moderately complex issues that cross directorate and/or technology boundaries.

Ability to elicit information on moderately complex technical problems from non-technical customers for use in diagnosis, analysis, and resolution of problems requiring significant analysis across multiple environments.

Ability to organize and plan personal as well as team tasks in a changing environment, monitor their execution, anticipate risks, assess impacts, and develop contingency plans.

Ability to prepare and deliver briefings to convey moderately complex information to peers, customers, and management.

Ability to proactively anticipate customer needs, analyze complex requirements, and ensure expectations are met within feasible cost and time projections.

Ability to serve as team lead, providing feedback, guidance, and direction to and sharing knowledge with fellow team members, promoting teamwork and collaboration, emphasizing quality, customer satisfaction, creativity, and cost effectiveness.

Ability to work independently or as lead in team environment to resolve customer problems; ability to identify and resolve complex access problems.

Basic knowledge of Project Management concepts and principles.

Considerable knowledge and extensive occupation-specific knowledge of IT industry.

Considerable knowledge of lifecycle and programmatic milestones, regardless of project type

Considerable knowledge of the functionality and business applicability of pertinent software applications, including (but not limited to) business, corporate, and mission-specific applications.

Considerable knowledge of the organizational structure, mission, and business functions of   to include both WMA and field.

Considerable knowledge of the organizational structure, mission, and business functions of the Intelligence Community.

Considerable knowledge of the 's standard operational environment, including (but not limited to) desktop hardware, software, peripherals, web technologies, security guidelines, operating systems for the major environments, mainframe environments, account management, network infrastructure, telecommunications, and one or more of the major service areas within the Office (i.e., Requirements Management, Desktop Technologies, Corporate Applications, Access Administration, Voice Infrastructure, etc.).

Considerable overall knowledge of the organizational structure, mission, and business functions of the Directorate of Support.

Demonstrated ability to make sound, defensible decisions on a variety of technical, resource, and organizational issues, even in ambiguous or high-pressure situations.

Excellent interpersonal skills to interface consistently and effectively with customers, technical staff, project team members, and management to identify issues, negotiate changes, meet deadlines, market services, and provide excellent customer service.

Excellent oral and written communication skills; ability to explain rules, procedures and highly complex technical information clearly and accurately, both orally and in writing.

Thorough knowledge of the organizational structure, mission, and business functions of OGI and GCS.

Working knowledge of Intelligence Community networks/systems for integration and installation.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Database user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tools

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Cyber Security InfoSec Engineer - Full Performance

Skill Community: Security

Labor Group: Cyber Security

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:

Long Summary:
The Cyber Security InfoSec Engineer provides IT security engineering, integration services and solutions. This includes malicious code detection, intrusion detection, and cyber security tool development and integration.
Cyber Security InfoSec Engineers who are team leads are responsible for project management activities throughout the life of a project and may lead team members to achieve the project objectives and customer requirements through research, evaluation, design, testing and implementation of new or improved information security software, devices or systems.

Short Summary:
The Cyber Security InfoSec Engineer provides IT security engineering, integration services and solutions. This includes malicious code detection, intrusion detection, and information security tool development and integration.

Duties, Tasks, and Responsibilities

Analyze systems, including forensically, for malware, misuse, and/or unauthorized activity.

Investigate virus/malware alerts/incidents to determine root cause, entry point of code, damage risk, and report this information.

Investigation and analysis of all data sources, to include Internet, Intelligence Community reporting, security events, firewall logs, forensic hard-drive images, and other data sources to identify malware, misuse, unauthorized activity or other cyber security related concerns.

Monitor, document, and respond to centrally collected virus alerts.

Participate in project review meetings and provide technical cyber security guidance when necessary.

Refine, edit, and maintain the VPOC training material, which also includes maintenance of a small training/demonstration LAN.

Teach the Virus Point of Contact (VPOC) training class when enough requests warrant a running.

Track, on a daily basis, intelligence (both open and classified sources) concerning malicious code threats and assist in preparation of a daily report to senior Agency management on the current status of a threat and our ability to counteract that threat.

Write reports for Sponsor on the detailed technical analysis results of reverse engineering tasks, provide recommendations for mitigating issue in the future.

Knowledge, Skills, and Abilities

Ability to communicate complex technical concepts and project information clearly and concisely to both technical and non-technical audiences.

Ability to create complex system designs, resolves engineering problems, and proposes preventive strategies.

Ability to identify new technologies and assess their technical and performance characteristics.

Ability to write technical documents addressing complex, sensitive issues.

Considerable knowledge of computing design concepts and implementation.

Good interpersonal, organizational, writing, communications and briefing skills.

Strong analytical and problem solving skills.

Minimum Certifications

ISC2 CISSP

SANS GSEC certification

Minimum Education

Bachelor's degree in computer engineering, computer science, or other closely related IT discipline.

Minimum Experience

Minimum of two years of progressively responsible experience in cyber security, incident response, or related experience

Technology

Encryption technologies

Identity and authentication technologies

Information Assurance assessment tools

Lotus Notes

Microsoft Office

Network Defense monitoring tools and systems

Tools

Computers

Work Environment

Work is primarily performed in an office environment and/or computer laboratory.

Supervision Received and Given

Received: from the Government Task Manager.
Given: none

Cyber Security Project Engineer - Full Performance

Skill Community: Security

Labor Group: Cyber Security

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:

Long Summary:
Project Engineers provide assistance to cyber security projects within the Sponsors organization.
The Cyber Security Project Engineers may have multiple projects they support and administer and will work closely with the Sponsors personnel and management to ensure all program and project milestones are met following all approved processes and procedures with appropriate levels of documentation.
The Project Engineer shall oversee and assist in coordinating (internally and externally) all activities related to engineering activities in order to successfully completed project activities within a reasonable amount of time.
The Project Engineer will also communicate and present project status to a variety of audiences and forums as required. This includes preparing updates to program plans and other documentation on a regular basis.

Short Summary:

Project Engineers provide assistance to cyber security projects within the Sponsors organization.
The Cyber Security Project Engineers may have multiple projects they support and administer and will work closely with the Sponsors personnel and management to ensure all program and project milestones are met.

Duties, Tasks, and Responsibilities

Coordinate, schedule, and support all meetings as directed by the Contractor Program Manager. The Project Engineer is also responsible for assisting the COTR and staff management with all data calls to satisfy Front Office Action Items and other reporting items as requested.

Ensure all program activities maintain system baselines and configuration management items, including security event monitoring "policies" in a manner determined and agreed to by the COTR, the Sponsors management. Ensure changes are made using an approval process.

In addition to the Project Management Plans, the Project Engineer oversees and assists the responsible engineer in maintaining appropriate levels of documentation agreed to as part of an overall for each individual project, including operations and maintenance information, analyst operations guides, design documents and overall concept of operations. The Systems Engineers, Analysts, and others supply the descriptions and/or technical data for the documentation with that knowledge as required.

Knowledge, Skills, and Abilities

Ability to communicate complex technical concepts and project information clearly and concisely to both technical and non-technical audiences.

Ability to create complex system designs, resolves engineering problems, and proposes preventive strategies.

Ability to identify new technologies and assess their technical and performance characteristics.

Ability to write technical documents addressing complex, sensitive issues.

Considerable knowledge of computing design concepts and implementation.

Good interpersonal, organizational, writing, communications and briefing skills.

Strong analytical and problem solving skills.

Minimum Education

Bachelor's degree in computer engineering, computer science, or other closely related IT discipline.

Minimum Experience

Minimum of two years of progressively responsible experience in IT project management.

Technology

Encryption technologies

Identity and authentication technologies

Information Assurance assessment tools

Lotus Notes

Microsoft Office

Tools

Computers

Work Environment

Work is primarily performed in an office environment and/or computer laboratory.

Supervision Received and Given

Received: from the Government Task Manager.
Given: none

Cyber Security Project Manager - Expert

Skill Community: Security

Labor Group: Cyber Security

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:

Long Summary:
The individual serves as the Project Manager (PM) for a task or a group of tasks involving operation, maintenance, and/or development activities. The individuals proposed for this task shall be clearly specified as key personnel in the Contractor's proposal. Project Manager responsibilities may be combined with other skill categories/requirements such as (but not limited to) Systems Engineer or Information System Application/Software Developer.

Short Summary:
The individual serves as the Project Manager for a task or a group of tasks involving operation, maintenance, and/or development activities.

Duties, Tasks, and Responsibilities

 Responsible for the overall management of specific tasks and insuring that the technical solutions and schedules in the delivery order are implemented in a timely manner.

The PM shall be responsible for maintaining appropriate staffing levels and competent personnel to perform assigned activities on this contract. The PM will ensure all contractors meet the requirements in DOD 8570.01-M for experience, education, and certifications for the position on the contract they are working in

The PM shall be the primary point of contact for the sponsor on all contract and contractor issues and will keep the COTR and Sponsor staff management informed of all issues.

The PM shall ensure that all Project personnel are keeping Sponsor staff management informed of all contractor activities and status.

The PM shall work with Sponsor staff management in developing project plans, project schedules and work plans, and will hold project contract staff accountable for results.

The Project Manager assists the Contract Manager (CM) in working with the Government Contracting Officer (CO), the Contracting Officer's Technical Representative (COTR), Government Task Managers (GTMs), government management personnel, and other Sponsor representatives

The Project Manager will keep the CM informed of personnel performance, requirements, departures, and arrivals on task.

The Project Manager will keep the CM informed of project status, requirements, plans, and schedule.

This individual is responsible for all Contractor personnel/team members and sub-contractors assigned to the contract and shall be able to establish and change work schedules based on Sponsor workload requirements. The PM shall coordinate and deliver monthly status and financial reporting.

Knowledge, Skills, and Abilities

Demonstrated ability to work on multiple requirements and work to flexible priorities

Demonstrated capability in problem resolution to include organizing and structuring solutions to complex problems. This includes the ability to plan projects, meet objectives, develop contingencies, and manage within budget.

Demonstrated first rate written and oral communication skills.

Extensive knowledge of configuration management controls and use.

Extensive knowledge of federal government contract management within classified environments

Good interpersonal, organizational, writing, communications and briefing skills.

Requires an energetic, self-starter that is organized, and capable of working independently as well as in a team environment.

Strong personnel management skills with the ability to effectively manage resources in a technical environment.

Strong programmatic skills and a working understanding of the Sponsor's PMF or other project management methodologies.

Minimum Certifications

Project Management certification

Minimum Education

A bachelor's degree in electrical engineering, computer engineering, computer science, or other closely related discipline. Master's degree preferred

Minimum Experience

Minimum of ten years of progressively responsible experience in Project Management with emphasis in Information Technology, Systems Development, and Security Engineering with InfoSec and/or Cyber Defense background.

Technology

Encryption technologies

Identity and authentication technologies

Information Assurance assessment tools

Lotus Notes

Microsoft Office

Tools

Computer

Work Environment

Work is primarily performed in an office environment and/or computer laboratory.

Supervision Received and Given

Received: from the COTR, Government Task Manager, and Contractors management chain.
Given; Provides direction and guidance to contractor personnel

Cyber Security SME - Expert

Skill Community: Security

Labor Group: Cyber Security

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:

Long Summary:
This individual is the Cyber Security/Computer and Network Defense Subject Matter Expert (SME), concentrating on overall technical and operational effectiveness of capabilities in coordination with the COTR and Sponsor Staff management. Cyber Security SME for the Sponsor is responsible for providing recommendations on continuous improvement of the processes and architectures supporting the overall Cyber Defense operational activities including, but not limited to: analysis, incident handling and reporting products, and the reporting lifecycle.
Ensures the effective operations of Agency IT systems and network defenses, providing effective incident response capabilities, usable and effective reports that address overall situational awareness.
This individual works to maximize the use of existing tools to correlate information and synthesize data into usable and actionable events.
 Identifies and provides an agile approach to the automation of any manual and inefficient processes that exist across the cyber defense program and to work with the Sponsor to recommend and implement technical solutions designed to return time to mission.

Short Summary:

This individual is the Cyber Security/Computer and Network Defense Subject Matter Expert (SME), concentrating on overall technical and operational effectiveness of capabilities in coordination with the COTR and Sponsor Staff management.

Duties, Tasks, and Responsibilities

Assist in indicator reporting.

Provide insight into industry trends and make recommendations on future direction for the program.

Provide insight into latest threats and countermeasures

Provide recommendations for end-to-end analytical process

Provide technical/analytical recommendations for improvement to the CIRT Analyst team

Provide training, mentoring, and hands on help to raise the talent/skill level of Cyber Security Analysts

Work with the Sponsor Analyst Lead/Lead Engineer to improve metrics for reporting

Knowledge, Skills, and Abilities

Ability to communicate complex technical concepts and project information clearly and concisely to both technical and non-technical audiences.

Ability to create complex system designs, resolve engineering problems, and propose preventive strategies.

Ability to identify and undertake necessary steps to minimize the impact of unanticipated events on task completion.

Ability to identify new technologies and assess their technical and performance characteristics.

Ability to lead and manage effectively.

Ability to organize, plan and prioritize multiple tasks so that work is completed on schedule.

Ability to write technical documents addressing complex, sensitive issues.

Considerable knowledge of Cyber Security and CIO policies and procedures.

Considerable knowledge of Enterprise and IC networks and systems.

Considerable knowledge of computing design concepts and implementation.

Excellent interpersonal, organizational, writing, communications and briefing skills.

Strong analytical and problem solving skills.

Minimum Certifications

CEH

CISSP

Other applicable certifications

Minimum Education

A bachelor's degree in electrical engineering, computer engineering, computer science, or other closely related IT or Cyber Security discipline.

Minimum Experience

Minimum of ten years of progressively responsible experience in Cyber Security, InfoSec, Security Engineering, Network Engineering with emphasis in cyber security issues and operations, computer incident response, systems architecture, data management.

Technology

Encryption technologies

Identity and authentication technologies

Information Assurance assessment tools

Lotus Notes

Microsoft Office

Tools

Computers

Work Environment

Work is primarily performed in an office environment and/or computer laboratory.

Supervision Received and Given

Received: from the Government Task Manager, Program or Project Manager.
Given: none

Cyber Security Systems Engineer - Full Performance

Skill Community: Security

Labor Group: Cyber Security

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:

Long Summary:
Cyber Security Systems Engineers work on all systems and/or projects within the Sponsors organization responsible for providing Network Defense.

Short Summary:
Cyber Security Systems Engineers work on all systems and/or projects within the Sponsors organization responsible for providing Network Defense.

Duties, Tasks, and Responsibilities

Beta testing when directed by COTR

Conduct proof of concept testing

Conduct tier III support of current infrastructure

Design, test, and integrate new security products as directed by COTR

Ensure all Network Defense capabilities are kept current, patched, and securely configured and management informed of status, working with O&M.

Full time engineering support for all primary systems such as network based Intrusion Detection and Protection Systems (IDPS).

Integration of security products, including designs for all Agency networks

Maintain a network diagram for each Instruction Detection, CIRT capability and sensors and make available to all Sponsor personnel.

Maintain system baselines and configuration management items, including security event monitoring "policies" in a manner determined and agreed to by the program management

Provide engineering documentation and interaction with Analysts and O&M to ensure a complete and functioning system that meets requirements

Software testing (patches, other updates)

Knowledge, Skills, and Abilities

Familiarity with network security applications, protocols and associated hardware

Good interpersonal, organizational, writing, communications and briefing skills.

Strong analytical and problem solving skills.

Minimum Certifications

Depending on the duties the incumbent may require Agency Certified Tempest Test Engineer.

Depending on the duties the incumbent may require CISSP certification

Minimum Education

A bachelor's degree in electrical engineering, computer engineering, computer science, or other closely related discipline.

Minimum Experience

Some Linux experience

Minimum of five years of progressively responsible experience in network engineering with emphasis in design, implementation, operations and maintenance of a variety of Windows Servers, Application and Database servers, relevant Network Security appliances and Endpoint Security products.

Technology

Encryption technologies

Identity and authentication technologies

Information Assurance assessment tools

Lotus Notes

Microsoft Office

Tools

Computers

Work Environment

Work is primarily performed in an office environment and/or computer laboratory.

Supervision Received and Given

Received: from the Program or Project Manager.
Given: none

Cyber Security Systems Integrator - Full Performance

Skill Community: Security

Labor Group: Cyber Security

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:

Long Summary:
Systems Integrators provide a total systems perspective including a technical understanding of relationships, dependencies, and requirements of hardware and software components. Systems Integrators assist IAG management and project managers by collecting, tracking, and communicating data about projects.

Short Summary:

Systems Integrators provide a total systems perspective including a technical understanding of relationships, dependencies, and requirements of hardware and software components. Systems Integrators assist IAG management and project managers by collecting, tracking, and communicating data about projects.

Duties, Tasks, and Responsibilities

Coordinate, support, and participate in program meetings and reviews (includes distributing meeting agenda, preparation of materials/documents, setting up conference rooms, and taking minutes).

Create, draft, and/or review program documentation, generate formal documentation, and participate in system and program reviews.

Develop and monitor sponsor website content to ensure it is up to date and accurate.

Manage/update project schedule(s) to ensure coordination and information flow occurs between all programs and organizational managers.

Review program plans and identify inconsistencies, ensure impacts are identified, understood, and communicated.

Track project studies, plans, actions items, etc. during meetings and reviews.

Knowledge, Skills, and Abilities

Familiarity with INFOSEC principles, issues, and technology.

Knowledge of ICD 503 requirements for Information Systems.

Knowledge of life-cycle support in the areas of maintenance, administration, and management.

Minimum Certifications

ISC2 CISSP certification

SANS GSEC certification within 9 months of start date on the contract.

Minimum Education

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline is required.

Minimum Experience

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline is required.

Technology

Encryption technologies

Identity and authentication technologies

Information Assurance assessment tools

Lotus Notes

Microsoft Office

Tools

Computers

Work Environment

Work is primarily performed in an office environment and/or computer laboratory

Supervision Received and Given

Received: from the COTR, Government Task Manager, and Contractors management chain.
Given: none

Data Architect - Developmental

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1143] Computer Network Architects

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Incumbent serves as the lead technical resource for strategic oversight and planning of database structural design and development. Positions provide technical, strategic guidance to senior level database administrators and application developers in the creation and implementation of new databases, as well as the maintenance of major existing databases supporting evolving applications. Additionally, positions provide strategic guidance to data stewards on the development and implementation of data models to support organizational business processes. Duties include leading and consulting to all levels of the organization on the design, development and implementation of logical database structures and classification schema; and developing policies and procedures to build, maintain and leverage the data model; provides technical, strategic guidance on the development of metadata tags, Document Type Definitions (DTD), and schemas using appropriate technologies for representation such as HTML and XML; ensures that metadata and data standards and definitions will support both local business processes and system implementations thereof, and corporate requirements for sharing data.

Short Summary:

Incumbent serves as the lead technical resource for strategic oversight and planning of database structural design and development. Positions provide technical, strategic guidance to senior level database administrators and application developers in the creation and implementation of new databases, as well as the maintenance of major existing databases supporting evolving applications. Additionally, positions provide strategic guidance to data stewards on the development and implementation of data models to support organizational business processes. Duties include leading and consulting to all levels of the organization on the design, development and implementation of logical database structures and classification schema; and developing policies and procedures to build, maintain and leverage the data model; provides technical, strategic guidance on the development of metadata tags, Document Type Definitions (DTD), and schemas using appropriate technologies for representation such as HTML and XML; ensures that metadata and data standards and definitions will support both local business processes and system implementations thereof, and corporate requirements for sharing data.

Duties, Tasks, and Responsibilities

Develops data and metadata policies and procedures for structural design and development to build, maintain and leverage the data model, ensuring integration with corporate data standards.

Monitors industry trends and directions in database technology and tools; develops and presents substantive technical recommendations to senior management.

Monitors industry trends and directions; develops and presents substantive technical recommendations to senior management

Oversees the design, evaluation, selection, implementation and support of major databases and metadata structures; reviews and evaluates database performance, risk and financial analysis feasibility studies.

Oversees the strategic structural design and development of databases and metadata.

Provides advanced technical direction to the maintenance of major existing databases supporting evolving applications and business processes.

Provides complete assessments of the technical characteristics of proposals and alternatives considered to optimize database performance.

Provides extensive technical, strategic advice and guidance of the highest level to senior managers and technical resources in the creation and implementation of new data standards and databases.

Provides technical oversight and direction to designated boards for integrating new technology or major new mission capabilities into the metadata and data standards and structures.

Reviews and assesses technical proposals requesting changes or upgrades to the existing databases.

Serves as the lead technical resource in the strategic oversight and planning of data models and database structural design and development.

Strategically plans new designs for integration into a database structure, using knowledge of the characteristics of the systems being added to the structure and the specifications for database interfaces to ensure effective integration and optimal database performance.

Knowledge, Skills, and Abilities

Ability to develop and present complex technical documents, procedures, reports, briefings and proposals.

Ability to develop and recommend data management policies, standards, practices and security measures to ensure effective and consistent data management operations.

Ability to develop methods of ensuring that the data incompatibilities among systems are systematically eliminated.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining to data infrastructure.

Ability to effectively monitor program/project development.

Ability to evaluate and make recommendations regarding data integrity.

Ability to project database resource requirements including personnel, software, equipment and facilities.

Ability to translate complex technical terminology, concepts and issues in terms understandable to technical and non-technical management and resources staff.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of industry data standards and architectures; knowledge of design and integration principles of complex, heterogeneous databases; knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — adjusting actions in relation to others' actions.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Leadership – ability to resolve issues in a professional manner, lead working groups, negotiate, and create consensus.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Problem Sensitivity — the ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Thorough knowledge of design and integration principles for complex, heterogeneous databases.

Thorough knowledge of missions and needs, and considerable knowledge of Intelligence Community missions, needs, and information sharing requirements.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Data Architect - Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Incumbent serves as the lead technical resource for strategic oversight and planning of database structural design and development. Positions provide technical, strategic guidance to senior level database administrators and application developers in the creation and implementation of new databases, as well as the maintenance of major existing databases supporting evolving applications. Additionally, positions provide strategic guidance to data stewards on the development and implementation of data models to support organizational business processes. Duties include leading and consulting to all levels of the organization on the design, development and implementation of logical database structures and classification schema; and developing policies and procedures to build, maintain and leverage the data model; provides technical, strategic guidance on the development of metadata tags, Document Type Definitions (DTD), and schemas using appropriate technologies for representation such as HTML and XML; ensures that metadata and data standards and definitions will support both local business processes and system implementations thereof, and corporate requirements for sharing data.

Short Summary:
Incumbent serves as the lead technical resource for strategic oversight and planning of database structural design and development. Positions provide technical, strategic guidance to senior level database administrators and application developers in the creation and implementation of new databases, as well as the maintenance of major existing databases supporting evolving applications. Additionally, positions provide strategic guidance to data stewards on the development and implementation of data models to support organizational business processes. Duties include leading and consulting to all levels of the organization on the design, development and implementation of logical database structures and classification schema; and developing policies and procedures to build, maintain and leverage the data model; provides technical, strategic guidance on the development of metadata tags, Document Type Definitions (DTD), and schemas using appropriate technologies for representation such as HTML and XML; ensures that metadata and data standards and definitions will support both local business processes and system implementations thereof, and corporate requirements for sharing data.

Duties, Tasks, and Responsibilities

Develops data and metadata policies and procedures for structural design and development to build, maintain and leverage the data model, ensuring integration with corporate data standards.

Monitors industry trends and directions in database technology and tools; develops and presents substantive technical recommendations to senior management.

Monitors industry trends and directions; develops and presents substantive technical recommendations to senior management

Oversees the design, evaluation, selection, implementation and support of major databases and metadata structures; reviews and evaluates database performance, risk and financial analysis feasibility studies.

Oversees the strategic structural design and development of databases and metadata.

Provides advanced technical direction to the maintenance of major existing databases supporting evolving applications and business processes.

Provides complete assessments of the technical characteristics of proposals and alternatives considered to optimize database performance.

Provides extensive technical, strategic advice and guidance of the highest level to senior managers and technical resources in the creation and implementation of new data standards and databases.

Provides technical oversight and direction to designated boards for integrating new technology or major new mission capabilities into the metadata and data standards and structures.

Reviews and assesses technical proposals requesting changes or upgrades to the existing databases.

Serves as the lead technical resource in the strategic oversight and planning of data models and database structural design and development.

Strategically plans new designs for integration into a database structure, using knowledge of the characteristics of the systems being added to the structure and the specifications for database interfaces to ensure effective integration and optimal database performance.

Knowledge, Skills, and Abilities

Ability to develop and present complex technical documents, procedures, reports, briefings and proposals.

Ability to develop and recommend data management policies, standards, practices and security measures to ensure effective and consistent data management operations.

Ability to develop methods of ensuring that the data incompatibilities among systems are systematically eliminated.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining to data infrastructure.

Ability to effectively monitor program/project development.

Ability to evaluate and make recommendations regarding data integrity.

Ability to project database resource requirements including personnel, software, equipment and facilities.

Ability to translate complex technical terminology, concepts and issues in terms understandable to technical and non-technical management and resources staff.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Leadership – ability to resolve issues in a professional manner, lead working groups, negotiate, and create consensus.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Problem Sensitivity — the ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Thorough knowledge of design and integration principles for complex, heterogeneous databases.

Thorough knowledge of missions and needs, and considerable knowledge of Intelligence Community missions, needs, and information sharing requirements.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Data Architect - Full Performance

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:
 [15-1143] Computer Network Architects

Long Summary:
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Serves as the lead technical resource in the strategic oversight and planning of data models and database structural design and development.

Strategically plans new designs for integration into a database structure, using knowledge of the characteristics of the systems being added to the structure and the specifications for database interfaces to ensure effective integration and optimal database performance.

Knowledge, Skills, and Abilities

Ability to develop and present complex technical documents, procedures, reports, briefings and proposals.

Ability to develop and recommend data management policies, standards, practices and security measures to ensure effective and consistent data management operations.

Ability to develop methods of ensuring that the data incompatibilities among systems are systematically eliminated.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining to data infrastructure.

Ability to effectively monitor program/project development.

Ability to evaluate and make recommendations regarding data integrity.

Ability to project database resource requirements including personnel, software, equipment and facilities.

Ability to translate complex technical terminology, concepts and issues in terms understandable to technical and non-technical management and resources staff.

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Leadership – ability to resolve issues in a professional manner, lead working groups, negotiate, and create consensus.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

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Technology Design — Generating or adapting equipment and technology to serve user needs.

Thorough knowledge of design and integration principles for complex, heterogeneous databases.

Thorough knowledge of missions and needs, and considerable knowledge of Intelligence Community missions, needs, and information sharing requirements.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

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Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Data Architect - Manager

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Database Administrator (DBA) works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security. Provides technical assistance to computer system users, answers questions, or resolves computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Provides technical expertise in the use of Database Management System (DBMS). Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits.

Short Summary:

The database administrator is also responsible for capacity planning. Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to management and internal customers. Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems. Plans, coordinates, and implements security measures to safeguard computer databases. Responsible for operations related to systems management software. Installs and maintains software monitors and conducts advanced analysis of output and performance.

Duties, Tasks, and Responsibilities

Answer users' inquiries regarding computer software and hardware operation to resolve problems

Baseline and forecast server performance data and tunes server hardware and software configurations.

Conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support

Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis

Confer with staff, users, and management to establish requirements for new systems or modifications

Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts

Ensure that services are provided with sufficient capacity to meet the business requirements

Enter commands and observe system functioning to verify correct operations and detect errors

Evaluate proposed objects and their attributes

Inspect equipment and read order sheets to prepare for delivery to users.

Install and configure database environments and associated storage systems

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities

Manage, monitor and administer database system performance and schedule activities

Modify and customize commercial programs for internal needs

Monitor and conduct advanced analysis of output and performance of management of systems according to prescribed standards

Oversee the daily performance of computer systems

Perform backups/restores, and archive data

Perform optimization and tuning of data loads and extractions

Perform server and storage capacity management and planning for the most complex and critical systems.

Perform server performance tuning.

Plan and test capacity requirements

Plan for transition of the development and/or production environment to new technology.

Prepare evaluations of software or hardware, and recommend improvements or upgrades

Provide technical support in the evaluation of prime object names, data elements, and other objects

Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software

Recommend and implement process and tool improvements to improve the efficiency and effectiveness of the organization's change management and configuration management processes and systems.

Recommend and plan server recapitalization

Recommend appropriate procedure, query or package changes and optimizations to ensure and improve system performance and reliability

Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software

Study system requirements to determine proper server installation methods and procedures.

Utilize system software to monitor the performance of system files; manages system data to maintain performance efficiencies

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Coordination — Adjusting actions in relation to others' actions

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Data Models — Experience interpreting data models and developing database structures; using standard diagramming techniques to design and develop computer data models; and implementing and troubleshooting programming changes and modifications

Database — Supporting the TeamPlay® application with data input to very sophisticated DBA support of databases like Oracle

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents

Security — Knowledge of security requirements for databases, developing, documenting, and implementing backup and recovery procedures.

Speaking — Talking to others to convey information effectively

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server, Database models

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Data Architect - Senior

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:
[15-1143] Computer Network Architects

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Incumbent serves as the lead technical resource for strategic oversight and planning of database structural design and development. Positions provide technical, strategic guidance to senior level database administrators and application developers in the creation and implementation of new databases, as well as the maintenance of major existing databases supporting evolving applications. Additionally, positions provide strategic guidance to data stewards on the development and implementation of data models to support organizational business processes. Duties include leading and consulting to all levels of the organization on the design, development and implementation of logical database structures and classification schema; and developing policies and procedures to build, maintain and leverage the data model; provides technical, strategic guidance on the development of metadata tags, Document Type Definitions (DTD), and schemas using appropriate technologies for representation such as HTML and XML; ensures that metadata and data standards and definitions will support both local business processes and system implementations thereof, and corporate requirements for sharing data.

Short Summary:
Incumbent serves as the lead technical resource for strategic oversight and planning of database structural design and development. Positions provide technical, strategic guidance to senior level database administrators and application developers in the creation and implementation of new databases, as well as the maintenance of major existing databases supporting evolving applications. Additionally, positions provide strategic guidance to data stewards on the development and implementation of data models to support organizational business processes. Duties include leading and consulting to all levels of the organization on the design, development and implementation of logical database structures and classification schema; and developing policies and procedures to build, maintain and leverage the data model; provides technical, strategic guidance on the development of metadata tags, Document Type Definitions (DTD), and schemas using appropriate technologies for representation such as HTML and XML; ensures that metadata and data standards and definitions will support both local business processes and system implementations thereof, and corporate requirements for sharing data.

Duties, Tasks, and Responsibilities

Develops data and metadata policies and procedures for structural design and development to build, maintain and leverage the data model, ensuring integration with corporate data standards.

Monitors industry trends and directions in database technology and tools; develops and presents substantive technical recommendations to senior management.

Monitors industry trends and directions; develops and presents substantive technical recommendations to senior management

Oversees the design, evaluation, selection, implementation and support of major databases and metadata structures; reviews and evaluates database performance, risk and financial analysis feasibility studies.

Oversees the strategic structural design and development of databases and metadata.

Provides advanced technical direction to the maintenance of major existing databases supporting evolving applications and business processes.

Provides complete assessments of the technical characteristics of proposals and alternatives considered to optimize database performance.

Provides extensive technical, strategic advice and guidance of the highest level to senior managers and technical resources in the creation and implementation of new data standards and databases.

Provides technical oversight and direction to designated boards for integrating new technology or major new mission capabilities into the metadata and data standards and structures.

Reviews and assesses technical proposals requesting changes or upgrades to the existing databases.

Serves as the lead technical resource in the strategic oversight and planning of data models and database structural design and development.

Strategically plans new designs for integration into a database structure, using knowledge of the characteristics of the systems being added to the structure and the specifications for database interfaces to ensure effective integration and optimal database performance.

Knowledge, Skills, and Abilities

Ability to develop and present complex technical documents, procedures, reports, briefings and proposals.

Ability to develop and recommend data management policies, standards, practices and security measures to ensure effective and consistent data management operations.

Ability to develop methods of ensuring that the data incompatibilities among systems are systematically eliminated.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining to data infrastructure.

Ability to effectively monitor program/project development.

Ability to evaluate and make recommendations regarding data integrity.

Ability to project database resource requirements including personnel, software, equipment and facilities.

Ability to translate complex technical terminology, concepts and issues in terms understandable to technical and non-technical management and resources staff.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of industry data standards and architectures; knowledge of design and integration principles of complex, heterogeneous databases; knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — adjusting actions in relation to others' actions.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Leadership – ability to resolve issues in a professional manner, lead working groups, negotiate, and create consensus.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Problem Sensitivity — the ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Thorough knowledge of design and integration principles for complex, heterogeneous databases.

Thorough knowledge of missions and needs, and considerable knowledge of Intelligence Community missions, needs, and information sharing requirements.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Data Architect - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:
 [15-1143] Computer Network Architects

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Database Administrator (DBA) works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security. Provides technical assistance to computer system users, answers questions, or resolves computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Provides technical expertise in the use of Database Management System (DBMS). Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits.

Short Summary:

The database administrator is also responsible for capacity planning. Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to management and internal customers. Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems. Plans, coordinates, and implements security measures to safeguard computer databases. Responsible for operations related to systems management software. Installs and maintains software monitors and conducts advanced analysis of output and performance.

Duties, Tasks, and Responsibilities

Answer users' inquiries regarding computer software and hardware operation to resolve problems

Baseline and forecast server performance data and tunes server hardware and software configurations.

Conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support

Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis

Confer with staff, users, and management to establish requirements for new systems or modifications

Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts

Ensure that services are provided with sufficient capacity to meet the business requirements

Enter commands and observe system functioning to verify correct operations and detect errors

Evaluate proposed objects and their attributes

Inspect equipment and read order sheets to prepare for delivery to users.

Install and configure database environments and associated storage systems

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities

Manage, monitor and administer database system performance and schedule activities

Modify and customize commercial programs for internal needs

Monitor and conduct advanced analysis of output and performance of management of systems according to prescribed standards

Oversee the daily performance of computer systems

Perform backups/restores, and archive data

Perform optimization and tuning of data loads and extractions

Perform server and storage capacity management and planning for the most complex and critical systems.

Perform server performance tuning.

Plan and test capacity requirements

Plan for transition of the development and/or production environment to new technology.

Prepare evaluations of software or hardware, and recommend improvements or upgrades

Provide technical support in the evaluation of prime object names, data elements, and other objects

Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software

Recommend and implement process and tool improvements to improve the efficiency and effectiveness of the organization's change management and configuration management processes and systems.

Recommend and plan server recapitalization

Recommend appropriate procedure, query or package changes and optimizations to ensure and improve system performance and reliability

Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software

Study system requirements to determine proper server installation methods and procedures.

Utilize system software to monitor the performance of system files; manages system data to maintain performance efficiencies

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Coordination — Adjusting actions in relation to others' actions

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Data Models — Experience interpreting data models and developing database structures; using standard diagramming techniques to design and develop computer data models; and implementing and troubleshooting programming changes and modifications

Database — Supporting the TeamPlay® application with data input to very sophisticated DBA support of databases like Oracle

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents

Security — Knowledge of security requirements for databases, developing, documenting, and implementing backup and recovery procedures.

Speaking — Talking to others to convey information effectively

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server, Database models

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Database Administrator - Developmental

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 10/3/2012

Standard Occupational Code:
 [15-1141] Database Administrators

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Database Administrator (DBA) works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security. Provides technical assistance to computer system users, answers questions, or resolves computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Provides technical expertise in the use of Database Management System (DBMS). Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Manages the development of data base projects.
The database manager is also responsible for capacity planning. Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to management and internal customers. Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems. Plans, coordinates, and implements security measures to safeguard computer databases. Responsible for operations related to systems management software. Installs and maintains software monitors and conducts advanced analysis of output and performance.

Short Summary:

The Database Administrator (DBA) works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security.

Duties, Tasks, and Responsibilities

Answer users' inquiries regarding computer software and hardware operation to resolve problems.

Baseline and forecast server performance data and tunes server hardware and software configurations.

Conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.

Confer with staff, users, and management to establish requirements for new systems or modifications.

Create and maintain monitor definitions and rules based upon requirements from Service Level Agreements (SLAs).

Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts.

Ensure that services are provided with sufficient capacity to meet the business requirements.

Enter commands and observe system functioning to verify correct operations and detect errors.

Evaluate proposed objects and their attributes.

Inspect equipment and read order sheets to prepare for delivery to users.

Install and configure database environments and associated storage systems.

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.

Manage, monitor and administer database system performance and schedule activities.

Modify and customize commercial programs for internal needs.

Monitor and conduct advanced analysis of output and performance of management of systems according to prescribed standards.

Oversee the daily performance of computer systems.

Perform backups/restores, and archive data.

Perform optimization and tuning of data loads and extractions.

Perform server and storage capacity management and planning for the most complex and critical systems.

Perform server performance tuning.

Plan and test capacity requirements.

Plan for transition of the development and/or production environment to new technology.

Prepare evaluations of software or hardware, and recommend improvements or upgrades.

Provide technical support in the evaluation of prime object names, data elements, and other objects.

Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.

Recommend and implement process and tool improvements to improve the efficiency and effectiveness of the organization's change management and configuration management processes and systems.

Recommend and plan server recapitalization.

Recommend appropriate procedure, query or package changes and optimizations to ensure and improve system performance and reliability.

Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.

Study system requirements to determine proper server installation methods and procedures.

Utilize system software to monitor the performance of system files; manages system data to maintain performance efficiencies.

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Data Models — Experience interpreting data models and developing database structures; using standard diagramming techniques to design and develop computer data models; and implementing and troubleshooting programming changes and modifications.

Database — Supporting the TeamPlay® application with data input to very sophisticated DBA support of databases like Oracle

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of security requirements for databases, developing, documenting, and implementing backup and recovery procedures.

Speaking — Talking to others to convey information effectively

Systems Environment — Experience configuring, managing and maintaining the operation of complex relational databases; familiarity with UNIX and Windows operating systems.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server, Database models

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Database Administrator - Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Database Administrator (DBA) works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security. Provides technical assistance to computer system users, answers questions, or resolves computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Provides technical expertise in the use of Database Management System (DBMS). Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Manages the development of data base projects.
The database manager is also responsible for capacity planning. Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to management and internal customers. Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems. Plans, coordinates, and implements security measures to safeguard computer databases. Responsible for operations related to systems management software. Installs and maintains software monitors and conducts advanced analysis of output and performance.

Short Summary:

The Database Administrator (DBA) works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security.

Duties, Tasks, and Responsibilities

Answer users' inquiries regarding computer software and hardware operation to resolve problems.

Baseline and forecast server performance data and tunes server hardware and software configurations.

Conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.

Confer with staff, users, and management to establish requirements for new systems or modifications.

Create and maintain monitor definitions and rules based upon requirements from Service Level Agreements (SLAs).

Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts.

Ensure that services are provided with sufficient capacity to meet the business requirements.

Enter commands and observe system functioning to verify correct operations and detect errors.

Evaluate proposed objects and their attributes.

Inspect equipment and read order sheets to prepare for delivery to users.

Install and configure database environments and associated storage systems.

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.

Manage, monitor and administer database system performance and schedule activities.

Modify and customize commercial programs for internal needs.

Monitor and conduct advanced analysis of output and performance of management of systems according to prescribed standards.

Oversee the daily performance of computer systems.

Perform backups/restores, and archive data.

Perform optimization and tuning of data loads and extractions.

Perform server and storage capacity management and planning for the most complex and critical systems.

Perform server performance tuning.

Plan and test capacity requirements.

Plan for transition of the development and/or production environment to new technology.

Prepare evaluations of software or hardware, and recommend improvements or upgrades.

Provide technical support in the evaluation of prime object names, data elements, and other objects.

Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.

Recommend and implement process and tool improvements to improve the efficiency and effectiveness of the organization's change management and configuration management processes and systems.

Recommend and plan server recapitalization.

Recommend appropriate procedure, query or package changes and optimizations to ensure and improve system performance and reliability.

Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.

Study system requirements to determine proper server installation methods and procedures.

Utilize system software to monitor the performance of system files; manages system data to maintain performance efficiencies.

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Data Models — Experience interpreting data models and developing database structures; using standard diagramming techniques to design and develop computer data models; and implementing and troubleshooting programming changes and modifications.

Database — Supporting the TeamPlay® application with data input to very sophisticated DBA support of databases like Oracle

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of security requirements for databases, developing, documenting, and implementing backup and recovery procedures.

Speaking — Talking to others to convey information effectively

Systems Environment — Experience configuring, managing and maintaining the operation of complex relational databases; familiarity with UNIX and Windows operating systems.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

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Work Environment

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Database Administrator - Full Performance

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Database Administrator (DBA) works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security. Provides technical assistance to computer system users, answers questions, or resolves computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Provides technical expertise in the use of Database Management System (DBMS). Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Manages the development of data base projects.
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Short Summary:

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Duties, Tasks, and Responsibilities

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Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts.

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Enter commands and observe system functioning to verify correct operations and detect errors.

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Modify and customize commercial programs for internal needs.

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Oversee the daily performance of computer systems.

Perform backups/restores, and archive data.

Perform optimization and tuning of data loads and extractions.

Perform server and storage capacity management and planning for the most complex and critical systems.

Perform server performance tuning.

Plan and test capacity requirements.

Plan for transition of the development and/or production environment to new technology.

Prepare evaluations of software or hardware, and recommend improvements or upgrades.

Provide technical support in the evaluation of prime object names, data elements, and other objects.

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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

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Supervision Received and Given

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Database Administrator - Manager

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server, Database models

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Database Administrator - Senior

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Database Administrator (DBA) works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security. Provides technical assistance to computer system users, answers questions, or resolves computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Provides technical expertise in the use of Database Management System (DBMS). Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Manages the development of data base projects.
The database manager is also responsible for capacity planning. Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to management and internal customers. Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems. Plans, coordinates, and implements security measures to safeguard computer databases. Responsible for operations related to systems management software. Installs and maintains software monitors and conducts advanced analysis of output and performance.

Short Summary:

The Database Administrator (DBA) works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security.

Duties, Tasks, and Responsibilities

Answer users' inquiries regarding computer software and hardware operation to resolve problems.

Baseline and forecast server performance data and tunes server hardware and software configurations.

Conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.

Confer with staff, users, and management to establish requirements for new systems or modifications.

Create and maintain monitor definitions and rules based upon requirements from Service Level Agreements (SLAs).

Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts.

Ensure that services are provided with sufficient capacity to meet the business requirements.

Enter commands and observe system functioning to verify correct operations and detect errors.

Evaluate proposed objects and their attributes.

Inspect equipment and read order sheets to prepare for delivery to users.

Install and configure database environments and associated storage systems.

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.

Manage, monitor and administer database system performance and schedule activities.

Modify and customize commercial programs for internal needs.

Monitor and conduct advanced analysis of output and performance of management of systems according to prescribed standards.

Oversee the daily performance of computer systems.

Perform backups/restores, and archive data.

Perform optimization and tuning of data loads and extractions.

Perform server and storage capacity management and planning for the most complex and critical systems.

Perform server performance tuning.

Plan and test capacity requirements.

Plan for transition of the development and/or production environment to new technology.

Prepare evaluations of software or hardware, and recommend improvements or upgrades.

Provide technical support in the evaluation of prime object names, data elements, and other objects.

Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.

Recommend and implement process and tool improvements to improve the efficiency and effectiveness of the organization's change management and configuration management processes and systems.

Recommend and plan server recapitalization.

Recommend appropriate procedure, query or package changes and optimizations to ensure and improve system performance and reliability.

Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.

Study system requirements to determine proper server installation methods and procedures.

Utilize system software to monitor the performance of system files; manages system data to maintain performance efficiencies.

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Data Models — Experience interpreting data models and developing database structures; using standard diagramming techniques to design and develop computer data models; and implementing and troubleshooting programming changes and modifications.

Database — Supporting the TeamPlay® application with data input to very sophisticated DBA support of databases like Oracle

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of security requirements for databases, developing, documenting, and implementing backup and recovery procedures.

Speaking — Talking to others to convey information effectively

Systems Environment — Experience configuring, managing and maintaining the operation of complex relational databases; familiarity with UNIX and Windows operating systems.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server, Database models

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Database Administrator - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Database Administrator (DBA) works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security. Provides technical assistance to computer system users, answers questions, or resolves computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Provides technical expertise in the use of Database Management System (DBMS). Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Manages the development of data base projects.
The database manager is also responsible for capacity planning. Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to management and internal customers. Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems. Plans, coordinates, and implements security measures to safeguard computer databases. Responsible for operations related to systems management software. Installs and maintains software monitors and conducts advanced analysis of output and performance.

Short Summary:

The Database Administrator (DBA) works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security.

Duties, Tasks, and Responsibilities

Answer users' inquiries regarding computer software and hardware operation to resolve problems.

Baseline and forecast server performance data and tunes server hardware and software configurations.

Conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.

Confer with staff, users, and management to establish requirements for new systems or modifications.

Create and maintain monitor definitions and rules based upon requirements from Service Level Agreements (SLAs).

Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts.

Ensure that services are provided with sufficient capacity to meet the business requirements.

Enter commands and observe system functioning to verify correct operations and detect errors.

Evaluate proposed objects and their attributes.

Inspect equipment and read order sheets to prepare for delivery to users.

Install and configure database environments and associated storage systems.

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.

Manage, monitor and administer database system performance and schedule activities.

Modify and customize commercial programs for internal needs.

Monitor and conduct advanced analysis of output and performance of management of systems according to prescribed standards.

Oversee the daily performance of computer systems.

Perform backups/restores, and archive data.

Perform optimization and tuning of data loads and extractions.

Perform server and storage capacity management and planning for the most complex and critical systems.

Perform server performance tuning.

Plan and test capacity requirements.

Plan for transition of the development and/or production environment to new technology.

Prepare evaluations of software or hardware, and recommend improvements or upgrades.

Provide technical support in the evaluation of prime object names, data elements, and other objects.

Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.

Recommend and implement process and tool improvements to improve the efficiency and effectiveness of the organization's change management and configuration management processes and systems.

Recommend and plan server recapitalization.

Recommend appropriate procedure, query or package changes and optimizations to ensure and improve system performance and reliability.

Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.

Study system requirements to determine proper server installation methods and procedures.

Utilize system software to monitor the performance of system files; manages system data to maintain performance efficiencies.

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

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Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

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Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of security requirements for databases, developing, documenting, and implementing backup and recovery procedures.

Speaking — Talking to others to convey information effectively

Systems Environment — Experience configuring, managing and maintaining the operation of complex relational databases; familiarity with UNIX and Windows operating systems.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server, Database models

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Database Developer - Developmental

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 10/5/2012

Standard Occupational Code:
 [15-1141] Database Administrators

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Database Developer works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security. Provides technical assistance to computer system users. Answers questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Provides technical expertise in the use of Database Management System (DBMS). Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits.

The Database Developer is responsible for capacity planning. Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to management and internal customers. Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems. Plans, coordinates, and implements security measures to safeguard computer databases. Responsible for operations related to systems management software. Installs and maintains software monitors and conducts advanced analysis of output and performance.

Short Summary:

The Database Developer is responsible for capacity planning. Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems.

Duties, Tasks, and Responsibilities

  Answer users' inquiries regarding computer software and hardware operation to resolve problems.

Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.

Confer with staff, users, and management to establish requirements for new systems or modifications.

Create and maintain and monitor definitions and rules based upon requirements from Service Level Agreements (SLAs).

Develop training materials and procedures, or train users in the proper use of hardware or software.

Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts.

Ensure that services are provided with sufficient capacity to meet the business requirements.

Enter commands and observe system functioning to verify correct operations and detect errors.

Evaluate proposed objects and their attributes.

Inspect equipment and read order sheets to prepare for delivery to users.

Install and configure database environments and associated storage systems.

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.

Manage, monitor and administer database system performance and schedule activities.

Modify and customize commercial programs for internal needs.

Monitor and conduct advanced analysis of output and performance of management of systems according to prescribed standards.

Oversee the daily performance of computer systems.

Perform backups/restores, and archive data.

Perform optimization and tuning of data loads and extractions.

Perform server and storage capacity management and planning for the most complex and critical systems.

Plan and test capacity requirements.

Plan for transition of the development and/or production environment to new technology.

Prepare evaluations of software or hardware, and recommend improvements or upgrades.

Provide technical support in the evaluation of prime object names, data elements, and other objects.

Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.

Recommend and implement process and tool improvements to improve the efficiency and effectiveness of the organization's change management and configuration management processes and systems

Recommend and plan server recapitalization. Perform server performance tuning. Baselines and forecasts server performance data and tunes server hardware and software configurations.

Recommend appropriate procedure, query or package changes and optimizations to ensure and improve system performance and reliability.

Refer major hardware or software problems or defective products to vendors or technicians for service.

Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.

Study system requirements to determine proper server installation methods and procedures. May provide 24x7 operational support.

Supervise and coordinate workers engaged in problem solving, monitoring, and installing data communication equipment and software.

Utilize system software to monitor the performance of system files; manages system data to maintain performance efficiencies.

• Conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Data Models — Experience interpreting data models and developing database structures; using standard diagramming techniques to design and develop computer data models; and implementing and troubleshooting programming changes and modifications.

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

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Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of security requirements for databases, developing, documenting, and implementing backup and recovery procedures.

Speaking — Talking to others to convey information effectively.

Systems Environment — Experience configuring, managing and maintaining the operation of complex relational databases; familiarity with UNIX and Windows operating systems.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

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Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server, Database models

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Database Developer - Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
The Database Developer works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security. Provides technical assistance to computer system users. Answers questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Provides technical expertise in the use of Database Management System (DBMS). Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits.

The Database Developer is responsible for capacity planning. Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to management and internal customers. Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems. Plans, coordinates, and implements security measures to safeguard computer databases. Responsible for operations related to systems management software. Installs and maintains software monitors and conducts advanced analysis of output and performance.

Short Summary:

The Database Developer is responsible for capacity planning. Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems.

Duties, Tasks, and Responsibilities

• Answer users' inquiries regarding computer software and hardware operation to resolve problems.

• Conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

• Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.

• Confer with staff, users, and management to establish requirements for new systems or modifications.

• Create and maintain and monitor definitions and rules based upon requirements from Service Level Agreements (SLAs).

• Develop training materials and procedures, or train users in the proper use of hardware or software.

• Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts.

• Ensure that services are provided with sufficient capacity to meet the business requirements.

• Enter commands and observe system functioning to verify correct operations and detect errors.

• Evaluate proposed objects and their attributes.

• Inspect equipment and read order sheets to prepare for delivery to users.

• Install and configure database environments and associated storage systems.

• Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

• Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.

• Manage, monitor and administer database system performance and schedule activities.

• Modify and customize commercial programs for internal needs.

• Monitor and conduct advanced analysis of output and performance of management of systems according to prescribed standards.

• Oversee the daily performance of computer systems.

• Perform backups/restores, and archive data.

• Perform optimization and tuning of data loads and extractions.

• Perform server and storage capacity management and planning for the most complex and critical systems.

• Plan and test capacity requirements.

• Plan for transition of the development and/or production environment to new technology.

• Prepare evaluations of software or hardware, and recommend improvements or upgrades.

• Provide technical support in the evaluation of prime object names, data elements, and other objects.

• Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.

• Recommend and implement process and tool improvements to improve the efficiency and effectiveness of the organization's change management and configuration management processes and systems

• Recommend and plan server recapitalization. Perform server performance tuning. Baselines and forecasts server performance data and tunes server hardware and software configurations.

• Recommend appropriate procedure, query or package changes and optimizations to ensure and improve system performance and reliability.

• Refer major hardware or software problems or defective products to vendors or technicians for service.

• Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.

• Study system requirements to determine proper server installation methods and procedures. May provide 24x7 operational support.

• Supervise and coordinate workers engaged in problem solving, monitoring, and installing data communication equipment and software.

• Utilize system software to monitor the performance of system files; manages system data to maintain performance efficiencies.

Knowledge, Skills, and Abilities

• Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

• Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

• Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

• Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

• Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

• Coordination — Adjusting actions in relation to others' actions.

• Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

• Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

• Data Models — Experience interpreting data models and developing database structures; using standard diagramming techniques to design and develop computer data models; and implementing and troubleshooting programming changes and modifications.

• Database — Supporting the TeamPlay® application with data input to very sophisticated DBA support of databases like Oracle

• Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

• English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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• Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

• Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

• Near Vision — The ability to see details at close range (within a few feet of the observer).

• Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

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• Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

• Programming — Writing computer programs for various purposes.

• Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

• Security — Knowledge of security requirements for databases, developing, documenting, and implementing backup and recovery procedures.

• Speaking — Talking to others to convey information effectively.

• Systems Environment — Experience configuring, managing and maintaining the operation of complex relational databases; familiarity with UNIX and Windows operating systems.

• Writing — Communicating effectively in writing as appropriate for the needs of the audience.

• Written Comprehension — The ability to read and understand information and ideas presented in writing.

• Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

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Supervision Received and Given

Database Developer - Full Performance

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Near Vision — The ability to see details at close range (within a few feet of the observer).

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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
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Database Developer - Manager

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

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Long Summary:
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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server, Database models

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Database Developer - Senior

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Database Developer works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security. Provides technical assistance to computer system users. Answers questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Provides technical expertise in the use of Database Management System (DBMS). Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits.

The Database Developer is responsible for capacity planning. Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to management and internal customers. Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems. Plans, coordinates, and implements security measures to safeguard computer databases. Responsible for operations related to systems management software. Installs and maintains software monitors and conducts advanced analysis of output and performance.

Short Summary:

The Database Developer is responsible for capacity planning. Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems.

Duties, Tasks, and Responsibilities

  Answer users' inquiries regarding computer software and hardware operation to resolve problems.

Conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.

Confer with staff, users, and management to establish requirements for new systems or modifications.

Create and maintain and monitor definitions and rules based upon requirements from Service Level Agreements (SLAs).

Develop training materials and procedures, or train users in the proper use of hardware or software.

Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts.

Ensure that services are provided with sufficient capacity to meet the business requirements.

Enter commands and observe system functioning to verify correct operations and detect errors.

Evaluate proposed objects and their attributes.

Inspect equipment and read order sheets to prepare for delivery to users.

Install and configure database environments and associated storage systems.

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.

Manage, monitor and administer database system performance and schedule activities.

Modify and customize commercial programs for internal needs.

Monitor and conduct advanced analysis of output and performance of management of systems according to prescribed standards.

Oversee the daily performance of computer systems.

Perform backups/restores, and archive data.

Perform optimization and tuning of data loads and extractions.

Perform server and storage capacity management and planning for the most complex and critical systems.

Plan and test capacity requirements.

Plan for transition of the development and/or production environment to new technology.

Prepare evaluations of software or hardware, and recommend improvements or upgrades.

Provide technical support in the evaluation of prime object names, data elements, and other objects.

Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.

Recommend and implement process and tool improvements to improve the efficiency and effectiveness of the organization's change management and configuration management processes and systems

Recommend and plan server recapitalization. Perform server performance tuning. Baselines and forecasts server performance data and tunes server hardware and software configurations.

Recommend appropriate procedure, query or package changes and optimizations to ensure and improve system performance and reliability.

Refer major hardware or software problems or defective products to vendors or technicians for service.

Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.

Study system requirements to determine proper server installation methods and procedures. May provide 24x7 operational support.

Supervise and coordinate workers engaged in problem solving, monitoring, and installing data communication equipment and software.

Utilize system software to monitor the performance of system files; manages system data to maintain performance efficiencies.

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Data Models — Experience interpreting data models and developing database structures; using standard diagramming techniques to design and develop computer data models; and implementing and troubleshooting programming changes and modifications.

Database — Supporting the TeamPlay® application with data input to very sophisticated DBA support of databases like Oracle

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of security requirements for databases, developing, documenting, and implementing backup and recovery procedures.

Speaking — Talking to others to convey information effectively.

Systems Environment — Experience configuring, managing and maintaining the operation of complex relational databases; familiarity with UNIX and Windows operating systems.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server, Database models

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Database Developer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Short Summary:

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Knowledge, Skills, and Abilities

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

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Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

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Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of security requirements for databases, developing, documenting, and implementing backup and recovery procedures.

Speaking — Talking to others to convey information effectively.

Systems Environment — Experience configuring, managing and maintaining the operation of complex relational databases; familiarity with UNIX and Windows operating systems.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server, Database models

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Disaster Recovery Engineer - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[15-1120] Computer and Information Analysts
[17-2060] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as a corporate referent on technical writing and editing matters. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Short Summary:

Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as a corporate referent on technical writing and editing matters. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Duties, Tasks, and Responsibilities

Configure and monitor audit files for security issues.

Configure and monitor various Web search engines.

Configure and report statistics concerning Web site usage.

Ensure adherence of CM processes throughout life cycle development phases

Ensure overall Web site quality assurance to include properly formatted metadata, common look and feel pages, and navigation buttons.

Evaluate new Web authoring tools or products.

Implement approved changes to CMDB structure including attributes and relationships.

Improve and develop the process, working methods and tools.

Liaise with the customer to ensure requirements are met and ensure the CMDB integrity.

Maintain the configuration management database (CMDB) and maintain system documentation.

Maintain the master project schedule.

Manage a website.

Manage and document the configuration baseline and control process for applications

Manage and track changes to project baselines, as well as regularly track project and master schedule and control gate progress.

Manage the baseline configuration for all-project related work for project oversight as well as office-level oversight and control.

Manage the configuration of software executables to environments (development, test, staging and production)

Oversees and reviews the testing and implementation of data systems, software and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected.

Plan a schedule of independent audits and perform audits on the CMDB, comparing its contents with the actual IT infrastructure.

Process on a regular cycle discrepancy reports, requirements, build reports, investigation reports, request for changes, operation change requests. Assist in changes to the CM process, responsible for establishing and maintaining both new and existing schedules.

Produce and issue managements reports from CMDB.

Provide executive support to the Configuration Management Board, including scheduling meetings, developing agenda, assisting project managers who are on the agenda and assisting the Chair to run the meetings.

Provide reports and repairs broken links.

Provide support at meetings, enter or updates configuration tracking information in appropriate databases, develop board agendas, notify board attendees of meetings, enter board related data in appropriate databases, install, maintain and troubleshoots problems related to Configuration Control Board action items/issues.

Record and report the change process and implementation status for applications

Record and track Action Items

Report status of Action Items

Report status of CRs, DRs and RFCs

Support project teams in defining, documenting, and changing and baselining project configuration items.

Track and monitor status of Change Requests (CRs), Discrepancy Reports (DRs) and Request For Changes (RFCs)

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways

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Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Disaster Recovery Engineer - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as a corporate referent on technical writing and editing matters. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Short Summary:

Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
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Duties, Tasks, and Responsibilities

Configure and monitor audit files for security issues.

Configure and monitor various Web search engines.

Configure and report statistics concerning Web site usage.

Ensure adherence of CM processes throughout life cycle development phases

Ensure overall Web site quality assurance to include properly formatted metadata, common look and feel pages, and navigation buttons.

Evaluate new Web authoring tools or products.

Implement approved changes to CMDB structure including attributes and relationships.

Improve and develop the process, working methods and tools.

Liaise with the customer to ensure requirements are met and ensure the CMDB integrity.

Maintain the configuration management database (CMDB) and maintain system documentation.

Maintain the master project schedule.

Manage a website.

Manage and document the configuration baseline and control process for applications

Manage and track changes to project baselines, as well as regularly track project and master schedule and control gate progress.

Manage the baseline configuration for all-project related work for project oversight as well as office-level oversight and control.

Manage the configuration of software executables to environments (development, test, staging and production)

Oversees and reviews the testing and implementation of data systems, software and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected.

Plan a schedule of independent audits and perform audits on the CMDB, comparing its contents with the actual IT infrastructure.

Process on a regular cycle discrepancy reports, requirements, build reports, investigation reports, request for changes, operation change requests. Assist in changes to the CM process, responsible for establishing and maintaining both new and existing schedules.

Produce and issue managements reports from CMDB.

Provide executive support to the Configuration Management Board, including scheduling meetings, developing agenda, assisting project managers who are on the agenda and assisting the Chair to run the meetings.

Provide reports and repairs broken links.

Provide support at meetings, enter or updates configuration tracking information in appropriate databases, develop board agendas, notify board attendees of meetings, enter board related data in appropriate databases, install, maintain and troubleshoots problems related to Configuration Control Board action items/issues.

Record and report the change process and implementation status for applications

Record and track Action Items

Report status of Action Items

Report status of CRs, DRs and RFCs

Support project teams in defining, documenting, and changing and baselining project configuration items.

Track and monitor status of Change Requests (CRs), Discrepancy Reports (DRs) and Request For Changes (RFCs)

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

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Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Disaster Recovery Engineer - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1120] Computer and Information Analysts
 [17-2060] Computer Hardware Engineers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
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Duties, Tasks, and Responsibilities

Configure and monitor audit files for security issues.

Configure and monitor various Web search engines.

Configure and report statistics concerning Web site usage.

Ensure adherence of CM processes throughout life cycle development phases

Ensure overall Web site quality assurance to include properly formatted metadata, common look and feel pages, and navigation buttons.

Evaluate new Web authoring tools or products.

Implement approved changes to CMDB structure including attributes and relationships.

Improve and develop the process, working methods and tools.

Liaise with the customer to ensure requirements are met and ensure the CMDB integrity.

Maintain the configuration management database (CMDB) and maintain system documentation.

Maintain the master project schedule.

Manage a website.

Manage and document the configuration baseline and control process for applications

Manage and track changes to project baselines, as well as regularly track project and master schedule and control gate progress.

Manage the baseline configuration for all-project related work for project oversight as well as office-level oversight and control.

Manage the configuration of software executables to environments (development, test, staging and production)

Oversees and reviews the testing and implementation of data systems, software and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected.

Plan a schedule of independent audits and perform audits on the CMDB, comparing its contents with the actual IT infrastructure.

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Produce and issue managements reports from CMDB.

Provide executive support to the Configuration Management Board, including scheduling meetings, developing agenda, assisting project managers who are on the agenda and assisting the Chair to run the meetings.

Provide reports and repairs broken links.

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Record and track Action Items

Report status of Action Items

Report status of CRs, DRs and RFCs

Support project teams in defining, documenting, and changing and baselining project configuration items.

Track and monitor status of Change Requests (CRs), Discrepancy Reports (DRs) and Request For Changes (RFCs)

Knowledge, Skills, and Abilities

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Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

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Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Disaster Recovery Engineer - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[15-1120] Computer and Information Analysts
[17-2060] Computer Hardware Engineers

Long Summary:
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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

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Supervision Received and Given

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Disaster Recovery Engineer - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
[15-1120] Computer and Information Analysts
[17-2060] Computer Hardware Engineers
[15-1120] Computer and Information Analysts
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Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as a corporate referent on technical writing and editing matters. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Short Summary:

Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.
Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as a corporate referent on technical writing and editing matters. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Duties, Tasks, and Responsibilities

Configure and monitor audit files for security issues.

Configure and monitor various Web search engines.

Configure and report statistics concerning Web site usage.

Ensure adherence of CM processes throughout life cycle development phases

Ensure overall Web site quality assurance to include properly formatted metadata, common look and feel pages, and navigation buttons.

Evaluate new Web authoring tools or products.

Implement approved changes to CMDB structure including attributes and relationships.

Improve and develop the process, working methods and tools.

Liaise with the customer to ensure requirements are met and ensure the CMDB integrity.

Maintain the configuration management database (CMDB) and maintain system documentation.

Maintain the master project schedule.

Manage a website.

Manage and document the configuration baseline and control process for applications

Manage and track changes to project baselines, as well as regularly track project and master schedule and control gate progress.

Manage the baseline configuration for all-project related work for project oversight as well as office-level oversight and control.

Manage the configuration of software executables to environments (development, test, staging and production)

Oversees and reviews the testing and implementation of data systems, software and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected.

Plan a schedule of independent audits and perform audits on the CMDB, comparing its contents with the actual IT infrastructure.

Process on a regular cycle discrepancy reports, requirements, build reports, investigation reports, request for changes, operation change requests. Assist in changes to the CM process, responsible for establishing and maintaining both new and existing schedules.

Produce and issue managements reports from CMDB.

Provide executive support to the Configuration Management Board, including scheduling meetings, developing agenda, assisting project managers who are on the agenda and assisting the Chair to run the meetings.

Provide reports and repairs broken links.

Provide support at meetings, enter or updates configuration tracking information in appropriate databases, develop board agendas, notify board attendees of meetings, enter board related data in appropriate databases, install, maintain and troubleshoots problems related to Configuration Control Board action items/issues.

Record and report the change process and implementation status for applications

Record and track Action Items

Report status of Action Items

Report status of CRs, DRs and RFCs

Support project teams in defining, documenting, and changing and baselining project configuration items.

Track and monitor status of Change Requests (CRs), Discrepancy Reports (DRs) and Request For Changes (RFCs)

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Disaster Recovery Engineer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Configure and monitor various Web search engines.

Configure and report statistics concerning Web site usage.

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Ensure overall Web site quality assurance to include properly formatted metadata, common look and feel pages, and navigation buttons.

Evaluate new Web authoring tools or products.

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Manage a website.

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Knowledge, Skills, and Abilities

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Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Documentation Specialist - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1120] Computer and Information Analysts

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Short Summary:

Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Duties, Tasks, and Responsibilities

Compose technical documents including, user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Organize material and complete writing assignment according to set standards regarding order, conciseness, style, and terminology.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Time Management — Managing one's own time and the time of others.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Data base management system software — Author-it; Oracle Business Intelligence Discoverer; Oracle software; Talisma Knowledgebase

Desktop publishing software — Adobe Systems Adobe FrameMaker; Adobe Systems Adobe InDesign; Corel Ventura; PTC Arbortext

Development environment software — Darwin information typing architecture DITA; Extensible markup language XML; Microsoft Visual Basic; Standardized general markup language SGML

Graphics or photo imaging software — Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop software; Corel CorelDraw Graphics Suite; Corel Paint Shop Pro

Web platform development software — Hypertext markup language HTML; JavaScript; Microsoft ASP.NET; Sun Microsystems Java server pages JSP

Tools

Desktop computers

High capacity removable media drives — Universal serial bus USB flash drives

Notebook computers — Laptop computers

Personal computers

Scanners — Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Documentation Specialist - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base management system software — Author-it; Oracle Business Intelligence Discoverer; Oracle software; Talisma Knowledgebase

Desktop publishing software — Adobe Systems Adobe FrameMaker; Adobe Systems Adobe InDesign; Corel Ventura; PTC Arbortext

Development environment software — Darwin information typing architecture DITA; Extensible markup language XML; Microsoft Visual Basic; Standardized general markup language SGML

Graphics or photo imaging software — Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop software; Corel CorelDraw Graphics Suite; Corel Paint Shop Pro

Web platform development software — Hypertext markup language HTML; JavaScript; Microsoft ASP.NET; Sun Microsystems Java server pages JSP

Tools

Desktop computers

High capacity removable media drives — Universal serial bus USB flash drives

Notebook computers — Laptop computers

Personal computers

Scanners — Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Documentation Specialist - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1120] Computer and Information Analysts

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Short Summary:

Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Duties, Tasks, and Responsibilities

Compose technical documents including, user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Organize material and complete writing assignment according to set standards regarding order, conciseness, style, and terminology.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Time Management — Managing one's own time and the time of others.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base management system software — Author-it; Oracle Business Intelligence Discoverer; Oracle software; Talisma Knowledgebase

Desktop publishing software — Adobe Systems Adobe FrameMaker; Adobe Systems Adobe InDesign; Corel Ventura; PTC Arbortext

Development environment software — Darwin information typing architecture DITA; Extensible markup language XML; Microsoft Visual Basic; Standardized general markup language SGML

Graphics or photo imaging software — Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop software; Corel CorelDraw Graphics Suite; Corel Paint Shop Pro

Web platform development software — Hypertext markup language HTML; JavaScript; Microsoft ASP.NET; Sun Microsystems Java server pages JSP

Tools

Desktop computers

High capacity removable media drives — Universal serial bus USB flash drives

Notebook computers — Laptop computers

Personal computers

Scanners — Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Documentation Specialist - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Short Summary:

Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Duties, Tasks, and Responsibilities

Compose technical documents including, user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Organize material and complete writing assignment according to set standards regarding order, conciseness, style, and terminology.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

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Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Time Management — Managing one's own time and the time of others.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Data base management system software — Author-it; Oracle Business Intelligence Discoverer; Oracle software; Talisma Knowledgebase

Desktop publishing software — Adobe Systems Adobe FrameMaker; Adobe Systems Adobe InDesign; Corel Ventura; PTC Arbortext

Development environment software — Darwin information typing architecture DITA; Extensible markup language XML; Microsoft Visual Basic; Standardized general markup language SGML

Graphics or photo imaging software — Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop software; Corel CorelDraw Graphics Suite; Corel Paint Shop Pro

Web platform development software — Hypertext markup language HTML; JavaScript; Microsoft ASP.NET; Sun Microsystems Java server pages JSP

Tools

Desktop computers

High capacity removable media drives — Universal serial bus USB flash drives

Notebook computers — Laptop computers

Personal computers

Scanners — Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Documentation Specialist - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1120] Computer and Information Analysts

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Short Summary:
Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Duties, Tasks, and Responsibilities

Compose technical documents including, user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Organize material and complete writing assignment according to set standards regarding order, conciseness, style, and terminology.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

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Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Time Management — Managing one's own time and the time of others.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base management system software — Author-it; Oracle Business Intelligence Discoverer; Oracle software; Talisma Knowledgebase

Desktop publishing software — Adobe Systems Adobe FrameMaker; Adobe Systems Adobe InDesign; Corel Ventura; PTC Arbortext

Development environment software — Darwin information typing architecture DITA; Extensible markup language XML; Microsoft Visual Basic; Standardized general markup language SGML

Graphics or photo imaging software — Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop software; Corel CorelDraw Graphics Suite; Corel Paint Shop Pro

Web platform development software — Hypertext markup language HTML; JavaScript; Microsoft ASP.NET; Sun Microsystems Java server pages JSP

Tools

Desktop computers

High capacity removable media drives — Universal serial bus USB flash drives

Notebook computers — Laptop computers

Personal computers

Scanners — Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Documentation Specialist - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1120] Computer and Information Analysts

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Short Summary:
Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Duties, Tasks, and Responsibilities

Compose technical documents including, user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Organize material and complete writing assignment according to set standards regarding order, conciseness, style, and terminology.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Time Management — Managing one's own time and the time of others.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Data base management system software — Author-it; Oracle Business Intelligence Discoverer; Oracle software; Talisma Knowledgebase

Desktop publishing software — Adobe Systems Adobe FrameMaker; Adobe Systems Adobe InDesign; Corel Ventura; PTC Arbortext

Development environment software — Darwin information typing architecture DITA; Extensible markup language XML; Microsoft Visual Basic; Standardized general markup language SGML

Graphics or photo imaging software — Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop software; Corel CorelDraw Graphics Suite; Corel Paint Shop Pro

Web platform development software — Hypertext markup language HTML; JavaScript; Microsoft ASP.NET; Sun Microsystems Java server pages JSP

Tools

Desktop computers

High capacity removable media drives — Universal serial bus USB flash drives

Notebook computers — Laptop computers

Personal computers

Scanners — Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Field Engineer - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1190] Miscellaneous Computer Occupations

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Performs applied research, development, and design of underground outside plant (OSP) conduit infrastructure and fiber optic cabling. Manages and coordinates OSP fiber optic projects from design through as-built delivery. Supervises all aspects of outside plant installation, maintenance, restoration, and fiber locations. Ensures adherence to installation standards, restoration procedures, and sound engineering practices. Provides quality checks on the work performed by OSP technicians. Responds to the Network Services Operations Center (NSOC) to resolve outages, anomalies, and issues related to the network fiber infrastructure.

Short Summary:

Performs applied research, development, and design of underground outside plant (OSP) conduit infrastructure and fiber optic cabling. Manages and coordinates OSP fiber optic projects from design through as-built delivery. Supervises all aspects of outside plant installation, maintenance, restoration, and fiber locations. Ensures adherence to installation standards, restoration procedures, and sound engineering practices. Provides quality checks on the work performed by OSP technicians. Responds to the Network Services Operations Center (NSOC) to resolve outages, anomalies, and issues related to the network fiber infrastructure.

Duties, Tasks, and Responsibilities

Analyze Optical Time Domain Reflectometer (OTDR) traces, evaluate characteristics of fiber, and document test results.

Communicate verbally with construction subcontractors regarding proper procedures for placement of outside cable plant.

Coordinate subcontractors, materials, inspectors, tools, and equipment to complete projects on schedule and within budget.

Make running line changes in accordance with (IAW) local regulations (e.g., city, county, state, railroads).

Perform quality control of drawings and as-built prepared by computer-aided design (CAD) personnel.

Perform survey work, schedule planning and implementation, and quality control of permit drawings, construction drawings, and as built.

Prepare applications and drawings for right-of-way and construction permits.

Provide interpretation of plans, detail sheets, and specifications for subcontractors and inspectors.

Provides design, permitting, and field decisions applicable to OSP construction projects.

Review inspection reports and redline changes.

Review, analyze, and resolve field construction problems and discrepancies.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Arm-Hand Steadiness — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Maintenance — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Finger Dexterity — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mechanical — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Speech Clarity — The ability to speak clearly so others can understand you.

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Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

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Minimum Education

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Analytical or scientific software — Mentor Graphics ModelSim; Root cause analysis software; The Mathworks MATLAB

Computer aided design CAD software — Cadence software; MicroSim Pspice; Prentice Hall Electronic Workbench MultiSim

Data base user interface and query software — Database software; Microsoft Access

Development environment software — C; Microsoft Visual Basic; National Instruments LabVIEW; Verilog

Spreadsheet software — Microsoft Excel

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Field Engineer - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1190] Miscellaneous Computer Occupations

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Performs applied research, development, and design of underground outside plant (OSP) conduit infrastructure and fiber optic cabling. Manages and coordinates OSP fiber optic projects from design through as-built delivery. Supervises all aspects of outside plant installation, maintenance, restoration, and fiber locations. Ensures adherence to installation standards, restoration procedures, and sound engineering practices. Provides quality checks on the work performed by OSP technicians. Responds to the Network Services Operations Center (NSOC) to resolve outages, anomalies, and issues related to the network fiber infrastructure.

Short Summary:

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Duties, Tasks, and Responsibilities

Analyze Optical Time Domain Reflectometer (OTDR) traces, evaluate characteristics of fiber, and document test results.

Communicate verbally with construction subcontractors regarding proper procedures for placement of outside cable plant.

Coordinate subcontractors, materials, inspectors, tools, and equipment to complete projects on schedule and within budget.

Make running line changes in accordance with (IAW) local regulations (e.g., city, county, state, railroads).

Perform quality control of drawings and as-built prepared by computer-aided design (CAD) personnel.

Perform survey work, schedule planning and implementation, and quality control of permit drawings, construction drawings, and as built.

Prepare applications and drawings for right-of-way and construction permits.

Provide interpretation of plans, detail sheets, and specifications for subcontractors and inspectors.

Provides design, permitting, and field decisions applicable to OSP construction projects.

Review inspection reports and redline changes.

Review, analyze, and resolve field construction problems and discrepancies.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Arm-Hand Steadiness — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.

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Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

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Equipment Maintenance — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Finger Dexterity — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mechanical — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

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Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Analytical or scientific software — Mentor Graphics ModelSim; Root cause analysis software; The Mathworks MATLAB

Computer aided design CAD software — Cadence software; MicroSim Pspice; Prentice Hall Electronic Workbench MultiSim

Data base user interface and query software — Database software; Microsoft Access

Development environment software — C; Microsoft Visual Basic; National Instruments LabVIEW; Verilog

Spreadsheet software — Microsoft Excel

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Field Engineer - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1190] Miscellaneous Computer Occupations

Long Summary:
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Short Summary:

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Duties, Tasks, and Responsibilities

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Communicate verbally with construction subcontractors regarding proper procedures for placement of outside cable plant.

Coordinate subcontractors, materials, inspectors, tools, and equipment to complete projects on schedule and within budget.

Make running line changes in accordance with (IAW) local regulations (e.g., city, county, state, railroads).

Perform quality control of drawings and as-built prepared by computer-aided design (CAD) personnel.

Perform survey work, schedule planning and implementation, and quality control of permit drawings, construction drawings, and as built.

Prepare applications and drawings for right-of-way and construction permits.

Provide interpretation of plans, detail sheets, and specifications for subcontractors and inspectors.

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Review inspection reports and redline changes.

Review, analyze, and resolve field construction problems and discrepancies.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Analytical or scientific software — Mentor Graphics ModelSim; Root cause analysis software; The Mathworks MATLAB

Computer aided design CAD software — Cadence software; MicroSim Pspice; Prentice Hall Electronic Workbench MultiSim

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Development environment software — C; Microsoft Visual Basic; National Instruments LabVIEW; Verilog

Spreadsheet software — Microsoft Excel

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Field Engineer - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

Analyze Optical Time Domain Reflectometer (OTDR) traces, evaluate characteristics of fiber, and document test results.

Communicate verbally with construction subcontractors regarding proper procedures for placement of outside cable plant.

Coordinate subcontractors, materials, inspectors, tools, and equipment to complete projects on schedule and within budget.

Make running line changes in accordance with (IAW) local regulations (e.g., city, county, state, railroads).

Perform quality control of drawings and as-built prepared by computer-aided design (CAD) personnel.

Perform survey work, schedule planning and implementation, and quality control of permit drawings, construction drawings, and as built.

Prepare applications and drawings for right-of-way and construction permits.

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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Analytical or scientific software — Mentor Graphics ModelSim; Root cause analysis software; The Mathworks MATLAB

Computer aided design CAD software — Cadence software; MicroSim Pspice; Prentice Hall Electronic Workbench MultiSim

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Development environment software — C; Microsoft Visual Basic; National Instruments LabVIEW; Verilog

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Work Environment

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Field Engineer - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1190] Miscellaneous Computer Occupations

Long Summary:
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Duties, Tasks, and Responsibilities

Analyze Optical Time Domain Reflectometer (OTDR) traces, evaluate characteristics of fiber, and document test results.

Communicate verbally with construction subcontractors regarding proper procedures for placement of outside cable plant.

Coordinate subcontractors, materials, inspectors, tools, and equipment to complete projects on schedule and within budget.

Make running line changes in accordance with (IAW) local regulations (e.g., city, county, state, railroads).

Perform quality control of drawings and as-built prepared by computer-aided design (CAD) personnel.

Perform survey work, schedule planning and implementation, and quality control of permit drawings, construction drawings, and as built.

Prepare applications and drawings for right-of-way and construction permits.

Provide interpretation of plans, detail sheets, and specifications for subcontractors and inspectors.

Provides design, permitting, and field decisions applicable to OSP construction projects.

Review inspection reports and redline changes.

Review, analyze, and resolve field construction problems and discrepancies.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Arm-Hand Steadiness — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Maintenance — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Finger Dexterity — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mechanical — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Analytical or scientific software — Mentor Graphics ModelSim; Root cause analysis software; The Mathworks MATLAB

Computer aided design CAD software — Cadence software; MicroSim Pspice; Prentice Hall Electronic Workbench MultiSim

Data base user interface and query software — Database software; Microsoft Access

Development environment software — C; Microsoft Visual Basic; National Instruments LabVIEW; Verilog

Spreadsheet software — Microsoft Excel

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Field Engineer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:
 [15-1190] Miscellaneous Computer Occupations

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Performs applied research, development, and design of underground outside plant (OSP) conduit infrastructure and fiber optic cabling. Manages and coordinates OSP fiber optic projects from design through as-built delivery. Supervises all aspects of outside plant installation, maintenance, restoration, and fiber locations. Ensures adherence to installation standards, restoration procedures, and sound engineering practices. Provides quality checks on the work performed by OSP technicians. Responds to the Network Services Operations Center (NSOC) to resolve outages, anomalies, and issues related to the network fiber infrastructure.

Short Summary:

Performs applied research, development, and design of underground outside plant (OSP) conduit infrastructure and fiber optic cabling. Manages and coordinates OSP fiber optic projects from design through as-built delivery. Supervises all aspects of outside plant installation, maintenance, restoration, and fiber locations. Ensures adherence to installation standards, restoration procedures, and sound engineering practices. Provides quality checks on the work performed by OSP technicians. Responds to the Network Services Operations Center (NSOC) to resolve outages, anomalies, and issues related to the network fiber infrastructure.

Duties, Tasks, and Responsibilities

Analyze Optical Time Domain Reflectometer (OTDR) traces, evaluate characteristics of fiber, and document test results.

Communicate verbally with construction subcontractors regarding proper procedures for placement of outside cable plant.

Coordinate subcontractors, materials, inspectors, tools, and equipment to complete projects on schedule and within budget.

Make running line changes in accordance with (IAW) local regulations (e.g., city, county, state, railroads).

Perform quality control of drawings and as-built prepared by computer-aided design (CAD) personnel.

Perform survey work, schedule planning and implementation, and quality control of permit drawings, construction drawings, and as built.

Prepare applications and drawings for right-of-way and construction permits.

Provide interpretation of plans, detail sheets, and specifications for subcontractors and inspectors.

Provides design, permitting, and field decisions applicable to OSP construction projects.

Review inspection reports and redline changes.

Review, analyze, and resolve field construction problems and discrepancies.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Arm-Hand Steadiness — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Maintenance — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Finger Dexterity — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

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Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mechanical — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Speech Clarity — The ability to speak clearly so others can understand you.

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Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Analytical or scientific software — Mentor Graphics ModelSim; Root cause analysis software; The Mathworks MATLAB

Computer aided design CAD software — Cadence software; MicroSim Pspice; Prentice Hall Electronic Workbench MultiSim

Data base user interface and query software — Database software; Microsoft Access

Development environment software — C; Microsoft Visual Basic; National Instruments LabVIEW; Verilog

Spreadsheet software — Microsoft Excel

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Help Desk/Support Specialist - Developmental

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:
[15-1151] Computer User Support Specialists

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Responsible for recording incidents and providing support to the users. Provides a total customer support service as a single point of contact for all issues relating to IT and IS services for a particular customer. Provides technical assistance to computer system users, including the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Maintains a service perspective including an understanding of relationships, dependencies and requirements of hardware and software components and the organizations that support them. Answers questions or resolve computer problems for clients in person, via telephone or from remote location. Provides assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems.

Short Summary:

Responsible for recording incidents and providing support to the users. Provides a total customer support service as a single point of contact for all issues relating to IT and IS services for a particular customer. Provides technical assistance to computer system users, including the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Maintains a service perspective including an understanding of relationships, dependencies and requirements of hardware and software components and the organizations that support them. Answers questions or resolve computer problems for clients in person, via telephone or from remote location. Provides assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems.

Duties, Tasks, and Responsibilities

Answer users' inquiries regarding computer software and hardware operation to resolve problems, including requirements originating from a field location.

Approve, schedule, plan, and supervise the installation and testing of new products and improvements to computer systems such as the installation of new databases.

Coordinate deployment of workstation software, communications services and equipment, server replacements and upgrades, and other IT changes at the field location.

Coordinate site engineering plans, site surveys, and site installation Technical Design Packages.

Develop data model describing data elements and how they are used, following procedures and using pen, template or computer software.

Develop methods for integrating different products so they work properly together such as customizing commercial databases to fit specific needs.

Develop standards and guidelines to guide the use and acquisition of software and to protect vulnerable information.

Enter commands and observe system functioning to verify correct operations and detect errors.

Escalate incident reports to required groups and monitor as defined in SLA.

Establish and calculate optimum values for database parameters, using manuals and calculator. Specify users and user access levels for each segment of database.

Identify and evaluate industry trends in database systems to serve as a source of information and advice for upper management.

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.

Modify existing databases and database management systems or direct programmers and analysts to make changes.

Monitor events and perform corrective actions according to documentation.

Oversee the daily performance of computer systems.

Participate in the deployment of applications and hardware impacting the current and proposed IT tools used in the field location.

Plan, coordinate and implement security measures to safeguard information in computer files against accidental or unauthorized damage, modification or disclosure.

Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

Review procedures in database management system manuals for making changes to database.

Review project requests describing database user needs to estimate time and cost required to accomplish project.

Review workflow charts developed by programmer analyst to understand tasks computer will perform, such as updating records.

Revise company definition of data as defined in data dictionary.

Select and enter codes to monitor database performance and to create production database.

Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.

Test programs or databases, correct errors and make necessary modifications.

Train users and answer questions.

Update and communicate with users about problem progress.

Work as part of a project team to coordinate database development and determine project scope and limitations.

Write and code logical and physical database descriptions and specify identifiers of database to management system or direct others in coding descriptions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Instructing — Teaching others how to do something.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Speech Clarity — The ability to speak clearly so others can understand you.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Backup or archival software — Backup and archival software; Disaster recovery software; Microsoft Volume Shadow Copy Service; Symantec LiveState

Configuration management software — Automated installation software; Deployment software; Patch management software

Desktop communications software — CrossTec NetOp Remote Control; Remote control software; Stac Software ReachOut; Symantec pcAnywhere

Internet directory services software — Active directory software; Domain name system DNS software; Network directory services software

Operating system software — Event log monitor software; Microsoft Windows Pre-installation Environment; Operating system monitoring software; Personal computer diagnostic software

Tools

Floppy disks — MS-DOS-bootable disks

Hard disk arrays — Redundant array of independent disks RAID systems

Power meters

Reflectometers

Tape arrays — Digital tapes

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Help Desk/Support Specialist - Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:
 [15-1151] Computer User Support Specialists

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Responsible for recording incidents and providing support to the users. Provides a total customer support service as a single point of contact for all issues relating to IT and IS services for a particular customer. Provides technical assistance to computer system users, including the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Maintains a service perspective including an understanding of relationships, dependencies and requirements of hardware and software components and the organizations that support them. Answers questions or resolve computer problems for clients in person, via telephone or from remote location. Provides assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems.

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Duties, Tasks, and Responsibilities

Answer users' inquiries regarding computer software and hardware operation to resolve problems, including requirements originating from a field location.

Approve, schedule, plan, and supervise the installation and testing of new products and improvements to computer systems such as the installation of new databases.

Coordinate deployment of workstation software, communications services and equipment, server replacements and upgrades, and other IT changes at the field location.

Coordinate site engineering plans, site surveys, and site installation Technical Design Packages.

Develop data model describing data elements and how they are used, following procedures and using pen, template or computer software.

Develop methods for integrating different products so they work properly together such as customizing commercial databases to fit specific needs.

Develop standards and guidelines to guide the use and acquisition of software and to protect vulnerable information.

Enter commands and observe system functioning to verify correct operations and detect errors.

Escalate incident reports to required groups and monitor as defined in SLA.

Establish and calculate optimum values for database parameters, using manuals and calculator. Specify users and user access levels for each segment of database.

Identify and evaluate industry trends in database systems to serve as a source of information and advice for upper management.

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.

Modify existing databases and database management systems or direct programmers and analysts to make changes.

Monitor events and perform corrective actions according to documentation.

Oversee the daily performance of computer systems.

Participate in the deployment of applications and hardware impacting the current and proposed IT tools used in the field location.

Plan, coordinate and implement security measures to safeguard information in computer files against accidental or unauthorized damage, modification or disclosure.

Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

Review procedures in database management system manuals for making changes to database.

Review project requests describing database user needs to estimate time and cost required to accomplish project.

Review workflow charts developed by programmer analyst to understand tasks computer will perform, such as updating records.

Revise company definition of data as defined in data dictionary.

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Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.

Test programs or databases, correct errors and make necessary modifications.

Train users and answer questions.

Update and communicate with users about problem progress.

Work as part of a project team to coordinate database development and determine project scope and limitations.

Write and code logical and physical database descriptions and specify identifiers of database to management system or direct others in coding descriptions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

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Near Vision — The ability to see details at close range (within a few feet of the observer).

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Minimum Education

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• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Backup and archival software; Disaster recovery software; Microsoft Volume Shadow Copy Service; Symantec LiveState

Configuration management software — Automated installation software; Deployment software; Patch management software

Desktop communications software — CrossTec NetOp Remote Control; Remote control software; Stac Software ReachOut; Symantec pcAnywhere

Internet directory services software — Active directory software; Domain name system DNS software; Network directory services software

Operating system software — Event log monitor software; Microsoft Windows Pre-installation Environment; Operating system monitoring software; Personal computer diagnostic software

Tools

Floppy disks — MS-DOS-bootable disks

Hard disk arrays — Redundant array of independent disks RAID systems

Power meters

Reflectometers

Tape arrays — Digital tapes

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Help Desk/Support Specialist - Full Performance

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:
 [15-1151] Computer User Support Specialists

Long Summary:
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Duties, Tasks, and Responsibilities

Answer users' inquiries regarding computer software and hardware operation to resolve problems, including requirements originating from a field location.

Approve, schedule, plan, and supervise the installation and testing of new products and improvements to computer systems such as the installation of new databases.

Coordinate deployment of workstation software, communications services and equipment, server replacements and upgrades, and other IT changes at the field location.

Coordinate site engineering plans, site surveys, and site installation Technical Design Packages.

Develop data model describing data elements and how they are used, following procedures and using pen, template or computer software.

Develop methods for integrating different products so they work properly together such as customizing commercial databases to fit specific needs.

Develop standards and guidelines to guide the use and acquisition of software and to protect vulnerable information.

Enter commands and observe system functioning to verify correct operations and detect errors.

Escalate incident reports to required groups and monitor as defined in SLA.

Establish and calculate optimum values for database parameters, using manuals and calculator. Specify users and user access levels for each segment of database.

Identify and evaluate industry trends in database systems to serve as a source of information and advice for upper management.

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.

Modify existing databases and database management systems or direct programmers and analysts to make changes.

Monitor events and perform corrective actions according to documentation.

Oversee the daily performance of computer systems.

Participate in the deployment of applications and hardware impacting the current and proposed IT tools used in the field location.

Plan, coordinate and implement security measures to safeguard information in computer files against accidental or unauthorized damage, modification or disclosure.

Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

Review procedures in database management system manuals for making changes to database.

Review project requests describing database user needs to estimate time and cost required to accomplish project.

Review workflow charts developed by programmer analyst to understand tasks computer will perform, such as updating records.

Revise company definition of data as defined in data dictionary.

Select and enter codes to monitor database performance and to create production database.

Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.

Test programs or databases, correct errors and make necessary modifications.

Train users and answer questions.

Update and communicate with users about problem progress.

Work as part of a project team to coordinate database development and determine project scope and limitations.

Write and code logical and physical database descriptions and specify identifiers of database to management system or direct others in coding descriptions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Instructing — Teaching others how to do something.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

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Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Help Desk/Support Specialist - Manager

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:
 [15-1151] Computer User Support Specialists

Long Summary:
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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

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Supervision Received and Given

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Help Desk/Support Specialist - Senior

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

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Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

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Operating system software — Event log monitor software; Microsoft Windows Pre-installation Environment; Operating system monitoring software; Personal computer diagnostic software

Tools

Floppy disks — MS-DOS-bootable disks

Hard disk arrays — Redundant array of independent disks RAID systems

Power meters

Reflectometers

Tape arrays — Digital tapes

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Help Desk/Support Specialist - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:
 [15-1151] Computer User Support Specialists

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Responsible for recording incidents and providing support to the users. Provides a total customer support service as a single point of contact for all issues relating to IT and IS services for a particular customer. Provides technical assistance to computer system users, including the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Maintains a service perspective including an understanding of relationships, dependencies and requirements of hardware and software components and the organizations that support them. Answers questions or resolve computer problems for clients in person, via telephone or from remote location. Provides assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems.

Short Summary:

Responsible for recording incidents and providing support to the users. Provides a total customer support service as a single point of contact for all issues relating to IT and IS services for a particular customer. Provides technical assistance to computer system users, including the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Maintains a service perspective including an understanding of relationships, dependencies and requirements of hardware and software components and the organizations that support them. Answers questions or resolve computer problems for clients in person, via telephone or from remote location. Provides assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems.

Duties, Tasks, and Responsibilities

Answer users' inquiries regarding computer software and hardware operation to resolve problems, including requirements originating from a field location.

Approve, schedule, plan, and supervise the installation and testing of new products and improvements to computer systems such as the installation of new databases.

Coordinate deployment of workstation software, communications services and equipment, server replacements and upgrades, and other IT changes at the field location.

Coordinate site engineering plans, site surveys, and site installation Technical Design Packages.

Develop data model describing data elements and how they are used, following procedures and using pen, template or computer software.

Develop methods for integrating different products so they work properly together such as customizing commercial databases to fit specific needs.

Develop standards and guidelines to guide the use and acquisition of software and to protect vulnerable information.

Enter commands and observe system functioning to verify correct operations and detect errors.

Escalate incident reports to required groups and monitor as defined in SLA.

Establish and calculate optimum values for database parameters, using manuals and calculator. Specify users and user access levels for each segment of database.

Identify and evaluate industry trends in database systems to serve as a source of information and advice for upper management.

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.

Modify existing databases and database management systems or direct programmers and analysts to make changes.

Monitor events and perform corrective actions according to documentation.

Oversee the daily performance of computer systems.

Participate in the deployment of applications and hardware impacting the current and proposed IT tools used in the field location.

Plan, coordinate and implement security measures to safeguard information in computer files against accidental or unauthorized damage, modification or disclosure.

Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

Review procedures in database management system manuals for making changes to database.

Review project requests describing database user needs to estimate time and cost required to accomplish project.

Review workflow charts developed by programmer analyst to understand tasks computer will perform, such as updating records.

Revise company definition of data as defined in data dictionary.

Select and enter codes to monitor database performance and to create production database.

Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.

Test programs or databases, correct errors and make necessary modifications.

Train users and answer questions.

Update and communicate with users about problem progress.

Work as part of a project team to coordinate database development and determine project scope and limitations.

Write and code logical and physical database descriptions and specify identifiers of database to management system or direct others in coding descriptions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Instructing — Teaching others how to do something.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Speech Clarity — The ability to speak clearly so others can understand you.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Backup or archival software — Backup and archival software; Disaster recovery software; Microsoft Volume Shadow Copy Service; Symantec LiveState

Configuration management software — Automated installation software; Deployment software; Patch management software

Desktop communications software — CrossTec NetOp Remote Control; Remote control software; Stac Software ReachOut; Symantec pcAnywhere

Internet directory services software — Active directory software; Domain name system DNS software; Network directory services software

Operating system software — Event log monitor software; Microsoft Windows Pre-installation Environment; Operating system monitoring software; Personal computer diagnostic software

Tools

Floppy disks — MS-DOS-bootable disks

Hard disk arrays — Redundant array of independent disks RAID systems

Power meters

Reflectometers

Tape arrays — Digital tapes

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Officer - Developmental

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:
 [43-4190] Miscellaneous Information and Record Clerks

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have broad knowledge of the organization's information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office-level information management programs to ensure that information management systems meet corporate and customer business needs. Positions also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and by reading technical journals.

Based on assignment, positions may have information management responsibilities for both domestic and foreign locations, and the work may require travel to these locations approximately three times a year for up to two weeks at a time.

Short Summary:
Positions at this level have broad knowledge of the organization's information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office-level information management programs to ensure that information management systems meet corporate and customer business needs. Positions also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and by reading technical journals.

Based on assignment, positions may have information management responsibilities for both domestic and foreign locations, and the work may require travel to these locations approximately three times a year for up to two weeks at a time.

Duties, Tasks, and Responsibilities

Anticipates and assesses information management requirements for office start-ups, closures, and reorganizations.

Assesses the state of the office's records and mission needs to determine the feasibility of migrating to electronic information management systems; researches and identifies systems that will meet the needs of the office, legal and regulatory requirements, and can be supported by the office's technical infrastructure; presents recommendations to senior management with a cost-benefit analysis

Based on assignment, may be responsible for:
• Implements and assesses information management programs, procedures, and processes at both domestic and foreign locations.
• Profiles cable correspondence.
• Performs field compliance reviews to include monitoring compliance with emergency destruction policy and procedures
• Supervises and/or provides direction and guidance to developmental Information Management Officers and others involved in information management within the unit.
• Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.
• Provides advice, guidance, and instruction to subordinates on information management processes, policy interpretation, workflow, and directorate/MSO priorities.
• Establishes performance objectives and standards; assists subordinates in setting individual goals.
• Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; provides input to formal performance appraisal.
• Performs other ad hoc duties as assigned.

Communicates the information management program within the office to ensure that personnel are aware of their information management responsibilities.

Conducts evaluations and compliance reviews regarding the office's record keeping system and procedures; analyzes information management processes to identify shortcomings; raises issues and makes recommendations to senior management; initiates corrective action to improve efficiency.

Conducts records and information system inventories/audits and assists managers in developing, documenting, and disseminating adequate and proper record keeping requirements.

Coordinates efforts to dispose of information within information systems in accordance with approved policy.

Determines what office's records are "vital records" (records that must be retained in a secure location in the event of a natural or other disaster).

Develops instructional material and delivers training to office personnel.

Develops strategies to communicate to customers the value and business importance of information management (IM) and the technical systems deployed in support of IM functions.

Gathers, analyzes, and presents data and recommendations regarding the record holdings of the office under general supervision.

Guides/assists in the implementation of office-level file plans.

Identifies and resolves information management-related issues as they pertain to automated information systems.

Identifies innovative approaches and initiatives to increase information management awareness.

Manages office-level information management programs under general supervision to ensure the business needs of the organization are met while all policies, transactions, functions, decisions, and procedures are properly documented and preserved, and legal and regulatory requirements are met.

Prepares program awareness materials

Provides advice and guidance to office managers and employees on a range of complex information management issues under general supervision (e.g., identification and control of proprietary information; records disposition; transfer and retrieval of archived information; implementation of information management standards; electronic records certification, etc.)

Provides information management guidance to systems developers and program managers.

Validates the preparation and transfer of temporary and permanent electronic and paper records to electronic or physical repositories (i.e., records center); provides guidance to office personnel on procedures to retrieve archived information.

Knowledge, Skills, and Abilities

Considerable customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Considerable interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees

Considerable knowledge of a wide range of technical methods, principles, and practices in automated data processing as it relates to information management, control, storage, and retrieval; ability to apply this knowledge to evaluate existing digital, micrographic, and manual systems to examine their effectiveness, and when it is appropriate to upgrade an existing system or to employ less sophisticated methods and less costly equipment.

Considerable knowledge of the Intelligence Community and CIA mission, collection and production priorities, and strategic direction.

Considerable knowledge of the components' operations/mission, business functions, records, and record keeping systems.

Considerable knowledge of the functions, processes, and principles of information management and of the methods used to gather, analyze, and evaluate information management issues

Considerable knowledge of the operation of automated systems and the ability to apply this knowledge to assess whether the use of such systems is in compliance with information management directives, and regulations.

Considerable knowledge of world/current events

Considerable oral and written communication skills for responses or briefings on information management topics and related issues to a wide range of technical and non-technical customers, co-workers, and managers.

Considerable presentation skills, demonstrated by developing and conducting briefings and/or instruction on information management topics in internal group settings in a manner that is easily understood

Considerable problem solving skills, demonstrated by identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option.

Considerable project management skills demonstrated by planning and implementing information management projects, which address organizational needs.

Considerable research and analysis skills, demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by the data; transforming the data into a form that will make them easy to understand and interpret

Demonstrated leadership and supervisory skills to include coaching, mentoring, and professional development, gained through formal and informal leadership roles.

Thorough knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Officer - Expert

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have broad knowledge of the organization's information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office-level information management programs to ensure that information management systems meet corporate and customer business needs. Positions also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and by reading technical journals.

Based on assignment, positions may have information management responsibilities for both domestic and foreign locations, and the work may require travel to these locations approximately three times a year for up to two weeks at a time.

Short Summary:

Positions at this level have broad knowledge of the organization's information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office-level information management programs to ensure that information management systems meet corporate and customer business needs. Positions also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and by reading technical journals.

Based on assignment, positions may have information management responsibilities for both domestic and foreign locations, and the work may require travel to these locations approximately three times a year for up to two weeks at a time.

Duties, Tasks, and Responsibilities

Anticipates and assesses information management requirements for office start-ups, closures, and reorganizations.

Assesses the state of the office's records and mission needs to determine the feasibility of migrating to electronic information management systems; researches and identifies systems that will meet the needs of the office, legal and regulatory requirements, and can be supported by the office's technical infrastructure; presents recommendations to senior management with a cost-benefit analysis

Based on assignment, may be responsible for:
Implements and assesses information management programs, procedures, and processes at both domestic and foreign locations.
Profiles cable correspondence.
Performs field compliance reviews to include monitoring compliance with emergency destruction policy and procedures
Supervises and/or provides direction and guidance to developmental Information Management Officers and others involved in information management within the unit.
Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.
Provides advice, guidance, and instruction to subordinates on information management processes, policy interpretation, workflow, and directorate/MSO priorities.
Establishes performance objectives and standards; assists subordinates in setting individual goals.
Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; provides input to formal performance appraisal.
Performs other ad hoc duties as assigned.

Communicates the information management program within the office to ensure that personnel are aware of their information management responsibilities.

Conducts evaluations and compliance reviews regarding the office's record keeping system and procedures; analyzes information management processes to identify shortcomings; raises issues and makes recommendations to senior management; initiates corrective action to improve efficiency.

Conducts records and information system inventories/audits and assists managers in developing, documenting, and disseminating adequate and proper record keeping requirements.

Coordinates efforts to dispose of information within information systems in accordance with approved policy.

Determines what office's records are "vital records" (records that must be retained in a secure location in the event of a natural or other disaster).

Develops instructional material and delivers training to office personnel.

Develops strategies to communicate to customers the value and business importance of information management (IM) and the technical systems deployed in support of IM functions.

Gathers, analyzes, and presents data and recommendations regarding the record holdings of the office under general supervision.

Guides/assists in the implementation of office-level file plans.

Identifies and resolves information management-related issues as they pertain to automated information systems.

Identifies innovative approaches and initiatives to increase information management awareness.

Manages office-level information management programs under general supervision to ensure the business needs of the organization are met while all policies, transactions, functions, decisions, and procedures are properly documented and preserved, and legal and regulatory requirements are met.

Prepares program awareness materials

Provides advice and guidance to office managers and employees on a range of complex information management issues under general supervision (e.g., identification and control of proprietary information; records disposition; transfer and retrieval of archived information; implementation of information management standards; electronic records certification, etc.)

Provides information management guidance to systems developers and program managers.

Validates the preparation and transfer of temporary and permanent electronic and paper records to electronic or physical repositories (i.e., records center); provides guidance to office personnel on procedures to retrieve archived information.

Knowledge, Skills, and Abilities

Considerable customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Considerable interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees

Considerable knowledge of a wide range of technical methods, principles, and practices in automated data processing as it relates to information management, control, storage, and retrieval; ability to apply this knowledge to evaluate existing digital, micrographic, and manual systems to examine their effectiveness, and when it is appropriate to upgrade an existing system or to employ less sophisticated methods and less costly equipment.

Considerable knowledge of the Intelligence Community and CIA mission, collection and production priorities, and strategic direction.

Considerable knowledge of the components' operations/mission, business functions, records, and record keeping systems.

Considerable knowledge of the functions, processes, and principles of information management and of the methods used to gather, analyze, and evaluate information management issues

Considerable knowledge of the operation of automated systems and the ability to apply this knowledge to assess whether the use of such systems is in compliance with information management directives, and regulations.

Considerable knowledge of world/current events

Considerable oral and written communication skills for responses or briefings on information management topics and related issues to a wide range of technical and non-technical customers, co-workers, and managers.

Considerable presentation skills, demonstrated by developing and conducting briefings and/or instruction on information management topics in internal group settings in a manner that is easily understood

Considerable problem solving skills, demonstrated by identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option.

Considerable project management skills demonstrated by planning and implementing information management projects, which address organizational needs.

Considerable research and analysis skills, demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by the data; transforming the data into a form that will make them easy to understand and interpret

Demonstrated leadership and supervisory skills to include coaching, mentoring, and professional development, gained through formal and informal leadership roles.

Thorough knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work,

interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Officer - Full Performance

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have broad knowledge of the organization's information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office-level information management programs to ensure that information management systems meet corporate and customer business needs. Positions also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and by reading technical journals.

Based on assignment, positions may have information management responsibilities for both domestic and foreign locations, and the work may require travel to these locations approximately three times a year for up to two weeks at a time.

Short Summary:

Positions at this level have broad knowledge of the organization's information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office-level information management programs to ensure that information management systems meet corporate and customer business needs. Positions also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and by reading technical journals.

Based on assignment, positions may have information management responsibilities for both domestic and foreign locations, and the work may require travel to these locations approximately three times a year for up to two weeks at a time.

Duties, Tasks, and Responsibilities

Anticipates and assesses information management requirements for office start-ups, closures, and reorganizations.

Assesses the state of the office's records and mission needs to determine the feasibility of migrating to electronic information management systems; researches and identifies systems that will meet the needs of the office, legal and regulatory requirements, and can be supported by the office's technical infrastructure; presents recommendations to senior management with a cost-benefit analysis

Based on assignment, may be responsible for:
Implements and assesses information management programs, procedures, and processes at both domestic and foreign locations.
Profiles cable correspondence.
Performs field compliance reviews to include monitoring compliance with emergency destruction policy and procedures
Supervises and/or provides direction and guidance to developmental Information Management Officers and others involved in information management within the unit.
Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.
Provides advice, guidance, and instruction to subordinates on information management processes, policy interpretation, workflow, and directorate/MSO priorities.
Establishes performance objectives and standards; assists subordinates in setting individual goals.
Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; provides input to formal performance appraisal.
Performs other ad hoc duties as assigned.

Communicates the information management program within the office to ensure that personnel are aware of their information management responsibilities.

Conducts evaluations and compliance reviews regarding the office's record keeping system and procedures; analyzes information management processes to identify shortcomings; raises issues and makes recommendations to senior management; initiates corrective action to improve efficiency.

Conducts records and information system inventories/audits and assists managers in developing, documenting, and disseminating adequate and proper record keeping requirements.

Coordinates efforts to dispose of information within information systems in accordance with approved policy.

Determines what office's records are "vital records" (records that must be retained in a secure location in the event of a natural or other disaster).

Develops instructional material and delivers training to office personnel.

Develops strategies to communicate to customers the value and business importance of information management (IM) and the technical systems deployed in support of IM functions.

Gathers, analyzes, and presents data and recommendations regarding the record holdings of the office under general supervision.

Guides/assists in the implementation of office-level file plans.

Identifies and resolves information management-related issues as they pertain to automated information systems.

Identifies innovative approaches and initiatives to increase information management awareness.

Manages office-level information management programs under general supervision to ensure the business needs of the organization are met while all policies, transactions, functions, decisions, and procedures are properly documented and preserved, and legal and regulatory requirements are met.

Prepares program awareness materials

Provides advice and guidance to office managers and employees on a range of complex information management issues under general supervision (e.g., identification and control of proprietary information; records disposition; transfer and retrieval of archived information; implementation of information management standards; electronic records certification, etc.)

Provides information management guidance to systems developers and program managers.

Validates the preparation and transfer of temporary and permanent electronic and paper records to electronic or physical repositories (i.e., records center); provides guidance to office personnel on procedures to retrieve archived information.

Knowledge, Skills, and Abilities

Considerable customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Considerable interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees

Considerable knowledge of a wide range of technical methods, principles, and practices in automated data processing as it relates to information management, control, storage, and retrieval; ability to apply this knowledge to evaluate existing digital, micrographic, and manual systems to examine their effectiveness, and when it is appropriate to upgrade an existing system or to employ less sophisticated methods and less costly equipment.

Considerable knowledge of the Intelligence Community and CIA mission, collection and production priorities, and strategic direction.

Considerable knowledge of the components' operations/mission, business functions, records, and record keeping systems.

Considerable knowledge of the functions, processes, and principles of information management and of the methods used to gather, analyze, and evaluate information management issues

Considerable knowledge of the operation of automated systems and the ability to apply this knowledge to assess whether the use of such systems is in compliance with information management directives, and regulations.

Considerable knowledge of world/current events

Considerable oral and written communication skills for responses or briefings on information management topics and related issues to a wide range of technical and non-technical customers, co-workers, and managers.

Considerable presentation skills, demonstrated by developing and conducting briefings and/or instruction on information management topics in internal group settings in a manner that is easily understood

Considerable problem solving skills, demonstrated by identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option.

Considerable project management skills demonstrated by planning and implementing information management projects, which address organizational needs.

Considerable research and analysis skills, demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by the data; transforming the data into a form that will make them easy to understand and interpret

Demonstrated leadership and supervisory skills to include coaching, mentoring, and professional development, gained through formal and informal leadership roles.

Thorough knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive

periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Officer - Manager

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have broad knowledge of the organization's information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office-level information management programs to ensure that information management systems meet corporate and customer business needs. Positions also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and by reading technical journals.

Based on assignment, positions may have information management responsibilities for both domestic and foreign locations, and the work may require travel to these locations approximately three times a year for up to two weeks at a time.

Short Summary:

Positions at this level have broad knowledge of the organization's information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office-level information management programs to ensure that information management systems meet corporate and customer business needs. Positions also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and by reading technical journals.

Based on assignment, positions may have information management responsibilities for both domestic and foreign locations, and the work may require travel to these locations approximately three times a year for up to two weeks at a time.

Duties, Tasks, and Responsibilities

Anticipates and assesses information management requirements for office start-ups, closures, and reorganizations.

Assesses the state of the office's records and mission needs to determine the feasibility of migrating to electronic information management systems; researches and identifies systems that will meet the needs of the office, legal and regulatory requirements, and can be supported by the office's technical infrastructure; presents recommendations to senior management with a cost-benefit analysis

Based on assignment, may be responsible for:
• Implements and assesses information management programs, procedures, and processes at both domestic and foreign locations.
• Profiles cable correspondence.
• Performs field compliance reviews to include monitoring compliance with emergency destruction policy and procedures
• Supervises and/or provides direction and guidance to developmental Information Management Officers and others involved in information management within the unit.
• Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.
• Provides advice, guidance, and instruction to subordinates on information management processes, policy interpretation, workflow, and directorate/MSO priorities.
• Establishes performance objectives and standards; assists subordinates in setting individual goals.
• Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; provides input to formal performance appraisal.
• Performs other ad hoc duties as assigned.

Communicates the information management program within the office to ensure that personnel are aware of their information management responsibilities.

Conducts evaluations and compliance reviews regarding the office's record keeping system and procedures; analyzes information management processes to identify shortcomings; raises issues and makes recommendations to senior management; initiates corrective action to improve efficiency.

Conducts records and information system inventories/audits and assists managers in developing, documenting, and disseminating adequate and proper record keeping requirements.

Coordinates efforts to dispose of information within information systems in accordance with approved policy.

Determines what office's records are "vital records" (records that must be retained in a secure location in the event of a natural or other disaster).

Develops instructional material and delivers training to office personnel.

Develops strategies to communicate to customers the value and business importance of information management (IM) and the technical systems deployed in support of IM functions.

Gathers, analyzes, and presents data and recommendations regarding the record holdings of the office under general supervision.

Guides/assists in the implementation of office-level file plans.

Identifies and resolves information management-related issues as they pertain to automated information systems.

Identifies innovative approaches and initiatives to increase information management awareness.

Manages office-level information management programs under general supervision to ensure the business needs of the organization are met while all policies, transactions, functions, decisions, and procedures are properly documented and preserved, and legal and regulatory requirements are met.

Prepares program awareness materials

Provides advice and guidance to office managers and employees on a range of complex information management issues under general supervision (e.g., identification and control of proprietary information; records disposition; transfer and retrieval of archived information; implementation of information management standards; electronic records certification, etc.)

Provides information management guidance to systems developers and program managers.

Validates the preparation and transfer of temporary and permanent electronic and paper records to electronic or physical repositories (i.e., records center); provides guidance to office personnel on procedures to retrieve archived information.

Knowledge, Skills, and Abilities

Considerable customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Considerable interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees

Considerable knowledge of a wide range of technical methods, principles, and practices in automated data processing as it relates to information management, control, storage, and retrieval; ability to apply this knowledge to evaluate existing digital, micrographic, and manual systems to examine their effectiveness, and when it is appropriate to upgrade an existing system or to employ less sophisticated methods and less costly equipment.

Considerable knowledge of the Intelligence Community and CIA mission, collection and production priorities, and strategic direction.

Considerable knowledge of the components' operations/mission, business functions, records, and record keeping systems.

Considerable knowledge of the functions, processes, and principles of information management and of the methods used to gather, analyze, and evaluate information management issues

Considerable knowledge of the operation of automated systems and the ability to apply this knowledge to assess whether the use of such systems is in compliance with information management directives, and regulations.

Considerable knowledge of world/current events

Considerable oral and written communication skills for responses or briefings on information management topics and related issues to a wide range of technical and non-technical customers, co-workers, and managers.

Considerable presentation skills, demonstrated by developing and conducting briefings and/or instruction on information management topics in internal group settings in a manner that is easily understood

Considerable problem solving skills, demonstrated by identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option.

Considerable project management skills demonstrated by planning and implementing information management projects, which address organizational needs.

Considerable research and analysis skills, demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by the data; transforming the data into a form that will make them easy to understand and interpret

Demonstrated leadership and supervisory skills to include coaching, mentoring, and professional development, gained through formal and informal leadership roles.

Thorough knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Officer - Senior

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have broad knowledge of the organization's information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office-level information management programs to ensure that information management systems meet corporate and customer business needs. Positions also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and by reading technical journals.

Based on assignment, positions may have information management responsibilities for both domestic and foreign locations, and the work may require travel to these locations approximately three times a year for up to two weeks at a time.

Short Summary:

Positions at this level have broad knowledge of the organization's information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office-level information management programs to ensure that information management systems meet corporate and customer business needs. Positions also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and by reading technical journals.

Based on assignment, positions may have information management responsibilities for both domestic and foreign locations, and the work may require travel to these locations approximately three times a year for up to two weeks at a time.

Duties, Tasks, and Responsibilities

Anticipates and assesses information management requirements for office start-ups, closures, and reorganizations.

Assesses the state of the office's records and mission needs to determine the feasibility of migrating to electronic information management systems; researches and identifies systems that will meet the needs of the office, legal and regulatory requirements, and can be supported by the office's technical infrastructure; presents recommendations to senior management with a cost-benefit analysis

Based on assignment, may be responsible for:
Implements and assesses information management programs, procedures, and processes at both domestic and foreign locations.

Profiles cable correspondence.

Performs field compliance reviews to include monitoring compliance with emergency destruction policy and procedures.

Supervises and/or provides direction and guidance to developmental Information Management Officers and others involved in information management within the unit.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Provides advice, guidance, and instruction to subordinates on information management processes, policy interpretation, workflow, and directorate/MSO priorities.

Establishes performance objectives and standards; assists subordinates in setting individual goals.

Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; provides input to formal performance appraisal.

Performs other ad hoc duties as assigned.

Communicates the information management program within the office to ensure that personnel are aware of their information management responsibilities.

Conducts evaluations and compliance reviews regarding the office's record keeping system and procedures; analyzes information management processes to identify shortcomings; raises issues and makes recommendations to senior management; initiates corrective action to improve efficiency.

Conducts records and information system inventories/audits and assists managers in developing, documenting, and disseminating adequate and proper record keeping requirements.

Coordinates efforts to dispose of information within information systems in accordance with approved policy.

Determines what office's records are "vital records" (records that must be retained in a secure location in the event of a natural or other disaster).

Develops instructional material and delivers training to office personnel.

Develops strategies to communicate to customers the value and business importance of information management (IM) and the technical systems deployed in support of IM functions.

Gathers, analyzes, and presents data and recommendations regarding the record holdings of the office under general supervision.

Guides/assists in the implementation of office-level file plans.

Identifies and resolves information management-related issues as they pertain to automated information systems.

Identifies innovative approaches and initiatives to increase information management awareness.

Manages office-level information management programs under general supervision to ensure the business needs of the organization are met while all policies, transactions, functions, decisions, and procedures are properly documented and preserved, and legal and regulatory requirements are met.

Prepares program awareness materials

Provides advice and guidance to office managers and employees on a range of complex information management issues under general supervision (e.g., identification and control of proprietary information; records disposition; transfer and retrieval of archived information; implementation of information management standards; electronic records certification, etc.)

Provides information management guidance to systems developers and program managers.

Validates the preparation and transfer of temporary and permanent electronic and paper records to electronic or physical repositories (i.e., records center); provides guidance to office personnel on procedures to retrieve archived information.

Knowledge, Skills, and Abilities

Considerable customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Considerable interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees

Considerable knowledge of a wide range of technical methods, principles, and practices in automated data processing as it relates to information management, control, storage, and retrieval; ability to apply this knowledge to evaluate existing digital, micrographic, and manual systems to examine their effectiveness, and when it is appropriate to upgrade an existing system or to employ less sophisticated methods and less costly equipment.

Considerable knowledge of the Intelligence Community and CIA mission, collection and production priorities, and strategic direction.

Considerable knowledge of the components' operations/mission, business functions, records, and record keeping systems.

Considerable knowledge of the functions, processes, and principles of information management and of the methods used to gather, analyze, and evaluate information management issues

Considerable knowledge of the operation of automated systems and the ability to apply this knowledge to assess whether the use of such systems is in compliance with information management directives, and regulations.

Considerable knowledge of world/current events

Considerable oral and written communication skills for responses or briefings on information management topics and related issues to a wide range of technical and non-technical customers, co-workers, and managers.

Considerable presentation skills, demonstrated by developing and conducting briefings and/or instruction on information management topics in internal group settings in a manner that is easily understood

Considerable problem solving skills, demonstrated by identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option.

Considerable project management skills demonstrated by planning and implementing information management projects, which address organizational needs.

Considerable research and analysis skills, demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by the data; transforming the data into a form that will make them easy to understand and interpret

Demonstrated leadership and supervisory skills to include coaching, mentoring, and professional development, gained through formal and informal leadership roles.

Thorough knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Officer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Positions at this level have broad knowledge of the organization's information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office-level information management programs to ensure that information management systems meet corporate and customer business needs. Positions also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and by reading technical journals.

Based on assignment, positions may have information management responsibilities for both domestic and foreign locations, and the work may require travel to these locations approximately three times a year for up to two weeks at a time.

Short Summary:

Positions at this level have broad knowledge of the organization's information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office-level information management programs to ensure that information management systems meet corporate and customer business needs. Positions also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and by reading technical journals.

Based on assignment, positions may have information management responsibilities for both domestic and foreign locations, and the work may require travel to these locations approximately three times a year for up to two weeks at a time.

Duties, Tasks, and Responsibilities

Based on assignment, may be responsible for:
• Implements and assesses information management programs, procedures, and processes at both domestic and foreign locations.
• Profiles cable correspondence.
• Performs field compliance reviews to include monitoring compliance with emergency destruction policy and procedures
• Supervises and/or provides direction and guidance to developmental Information Management Officers and others involved in information management within the unit.
• Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.
• Provides advice, guidance, and instruction to subordinates on information management processes, policy interpretation, workflow, and directorate/MSO priorities.

• Establishes performance objectives and standards; assists subordinates in setting individual goals.
• Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; provides input to formal performance appraisal.
• Performs other ad hoc duties as assigned.

Identifies and resolves information management-related issues as they pertain to automated information systems.

• Anticipates and assesses information management requirements for office start-ups, closures, and reorganizations.

• Assesses the state of the office's records and mission needs to determine the feasibility of migrating to electronic information management systems; researches and identifies systems that will meet the needs of the office, legal and regulatory requirements, and can be supported by the office's technical infrastructure; presents recommendations to senior management with a cost-benefit analysis

• Communicates the information management program within the office to ensure that personnel are aware of their information management responsibilities.

• Conducts evaluations and compliance reviews regarding the office's record keeping system and procedures; analyzes information management processes to identify shortcomings; raises issues and makes recommendations to senior management; initiates corrective action to improve efficiency.

• Conducts records and information system inventories/audits and assists managers in developing, documenting, and disseminating adequate and proper record keeping requirements.

• Coordinates efforts to dispose of information within information systems in accordance with approved policy.

• Determines what office's records are "vital records" (records that must be retained in a secure location in the event of a natural or other disaster).

• Develops instructional material and delivers training to office personnel.

• Develops strategies to communicate to customers the value and business importance of information management (IM) and the technical systems deployed in support of IM functions.

• Gathers, analyzes, and presents data and recommendations regarding the record holdings of the office under general supervision.

• Guides/assists in the implementation of office-level file plans.

• Identifies innovative approaches and initiatives to increase information management awareness.

• Manages office-level information management programs under general supervision to ensure the business needs of the organization are met while all policies, transactions, functions, decisions, and procedures are properly documented and preserved, and legal and regulatory requirements are met.

• Prepares program awareness materials

• Provides advice and guidance to office managers and employees on a range of complex information management issues under general supervision (e.g., identification and control of proprietary information; records disposition; transfer and retrieval of archived information; implementation of information management standards; electronic records certification, etc.)

• Provides information management guidance to systems developers and program managers.

• Validates the preparation and transfer of temporary and permanent electronic and paper records to electronic or physical repositories (i.e., records center); provides guidance to office personnel on procedures to retrieve archived information.

Knowledge, Skills, and Abilities

• Considerable customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

• Considerable interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees

• Considerable knowledge of a wide range of technical methods, principles, and practices in automated data processing as it relates to information management, control, storage, and retrieval; ability to apply this knowledge to evaluate existing digital, micrographic, and manual systems to examine their effectiveness, and when it is appropriate to upgrade an existing system or to employ less sophisticated methods and less costly equipment.

• Considerable knowledge of the Intelligence Community and CIA mission, collection and production priorities, and strategic direction.

• Considerable knowledge of the components' operations/mission, business functions, records, and record keeping systems.

• Considerable knowledge of the functions, processes, and principles of information management and of the methods used to gather, analyze, and evaluate information management issues

• Considerable knowledge of the operation of automated systems and the ability to apply this knowledge to assess whether the use of such systems is in compliance with information management directives, and regulations.

• Considerable knowledge of world/current events

• Considerable oral and written communication skills for responses or briefings on information management topics and related issues to a wide range of technical and non-technical customers, co-workers, and managers.

• Considerable presentation skills, demonstrated by developing and conducting briefings and/or instruction on information management topics in internal group settings in a manner that is easily understood

• Considerable problem solving skills, demonstrated by identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option.

• Considerable project management skills demonstrated by planning and implementing information management projects, which address organizational needs.

• Considerable research and analysis skills, demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by the data; transforming the data into a form that will make them easy to understand and interpret

• Demonstrated leadership and supervisory skills to include coaching, mentoring, and professional development, gained through formal and informal leadership roles.

• Thorough knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Received: Positions work independently under general supervision.

Given : This may be a first-line supervisory position depending on assignment

Information Management Support Officer - Developmental

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Duties include performing moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Short Summary:

Duties include performing moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Duties, Tasks, and Responsibilities

Applies Records Control Schedules

Approves records retirement requests

Approves temporary records for destruction.

Assists employees during check-in/out with information management responsibilities.

Assists in evaluation and compliance reviews.

Assists with records searches.

Briefs and assists customers with classification management.

Executes established information management procedures and practices.

Executes procedures for vital records protection, prevention, and disaster recovery programs.

Helps to define requirements for systems that impact their work.

Manages content in central repositories, databases, and websites, as applicable.

Participates in the development and maintenance of record keeping systems (manual and automated) and component file plans.

Performs moderately complex records and classification management activities under immediate or general supervision.

Performs other miscellaneous duties as assigned.

Performs preservation work on permanent records.

Performs records and information system inventories.

Prepares and packs records for transfer to the Archive Records Center (AARC) and retrieves records and documents from the AARC

Processes loan requests for retired records

Processes records for destruction.

Provides basic records retirement guidance to managers and customers.

Provides customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues under immediate or general supervision

Provides general guidance to customers on records and classification management programs, including electronic record keeping, files management, forms management, records preservation and destruction.

Provides records control, storage, preservation and destruction.

Provides surge support to organizations.

Provides training and technical assistance to junior officers.

Responds to moderately complex queries from customers

Knowledge, Skills, and Abilities

Ability to foster changing work requirements and priorities.

Applies information management knowledge to assist with evaluating existing digital, micrographic, and manual systems.

Communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (Lotus Notes, briefing, consulting, etc.).

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Good judgment and personal initiative to recognize the appropriate action to be taken for completion of routine to moderately complex tasks.

Interpersonal skills demonstrated by developing good working relationships and networks with directorate/office managers, employees, and co-workers.

Knowledge of the organizational structure, mission, and business functions.

Knowledge of the component's mission, business functions, records, and record keeping systems, if applicable to the assignment.

Knowledge of the processes and principles of information management and of the methods used to gather, analyze, and evaluate information management issues.

Knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Knowledge of the technical methods, principles, and practices in automated data processing as it relates to information management, such as control, storage, and retrieval.

Presentation skills demonstrated by developing and conducting briefings on information management topics in internal group settings in a manner that is easily understood

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Support Officer - Expert

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Duties include performing moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Short Summary:
Duties include performing moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Duties, Tasks, and Responsibilities

Applies Records Control Schedules

Approves records retirement requests

Approves temporary records for destruction.

Assists employees during check-in/out with information management responsibilities.

Assists in evaluation and compliance reviews.

Assists with records searches.

Briefs and assists customers with classification management.

Executes established information management procedures and practices.

Executes procedures for vital records protection, prevention, and disaster recovery programs.

Helps to define requirements for systems that impact their work.

Manages content in central repositories, databases, and websites, as applicable.

Participates in the development and maintenance of record keeping systems (manual and automated) and component file plans.

Performs moderately complex records and classification management activities under immediate or general supervision.

Performs other miscellaneous duties as assigned.

Performs preservation work on permanent records.

Performs records and information system inventories.

Prepares and packs records for transfer to the Archive Records Center (AARC) and retrieves records and documents from the AARC

Processes loan requests for retired records

Processes records for destruction.

Provides basic records retirement guidance to managers and customers.

Provides customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues under immediate or general supervision

Provides general guidance to customers on records and classification management programs, including electronic record keeping, files management, forms management, records preservation and destruction.

Provides records control, storage, preservation and destruction.

Provides surge support to organizations.

Provides training and technical assistance to junior officers.

Responds to moderately complex queries from customers

Knowledge, Skills, and Abilities

Ability to foster changing work requirements and priorities.

Applies information management knowledge to assist with evaluating existing digital, micrographic, and manual systems.

Communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (Lotus Notes, briefing, consulting, etc.).

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Good judgment and personal initiative to recognize the appropriate action to be taken for completion of routine to moderately complex tasks.

Interpersonal skills demonstrated by developing good working relationships and networks with directorate/office managers, employees, and co-workers.

Knowledge of the organizational structure, mission, and business functions.

Knowledge of the component's mission, business functions, records, and record keeping systems, if applicable to the assignment.

Knowledge of the processes and principles of information management and of the methods used to gather, analyze, and evaluate information management issues.

Knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Knowledge of the technical methods, principles, and practices in automated data processing as it relates to information management, such as control, storage, and retrieval.

Presentation skills demonstrated by developing and conducting briefings on information management topics in internal group settings in a manner that is easily understood

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Support Officer - Full Performance

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Duties include performing moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Short Summary:
Duties include performing moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Duties, Tasks, and Responsibilities

Applies Records Control Schedules

Approves records retirement requests

Approves temporary records for destruction.

Assists employees during check-in/out with information management responsibilities.

Assists in evaluation and compliance reviews.

Assists with records searches.

Briefs and assists customers with classification management.

Executes established information management procedures and practices.

Executes procedures for vital records protection, prevention, and disaster recovery programs.

Helps to define requirements for systems that impact their work.

Manages content in central repositories, databases, and websites, as applicable.

Participates in the development and maintenance of record keeping systems (manual and automated) and component file plans.

Performs moderately complex records and classification management activities under immediate or general supervision.

Performs other miscellaneous duties as assigned.

Performs preservation work on permanent records.

Performs records and information system inventories.

Prepares and packs records for transfer to the Archive Records Center (AARC) and retrieves records and documents from the AARC

Processes loan requests for retired records

Processes records for destruction.

Provides basic records retirement guidance to managers and customers.

Provides customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues under immediate or general supervision

Provides general guidance to customers on records and classification management programs, including electronic record keeping, files management, forms management, records preservation and destruction.

Provides records control, storage, preservation and destruction.

Provides surge support to organizations.

Provides training and technical assistance to junior officers.

Responds to moderately complex queries from customers

Knowledge, Skills, and Abilities

Ability to foster changing work requirements and priorities.

Applies information management knowledge to assist with evaluating existing digital, micrographic, and manual systems.

Communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (Lotus Notes, briefing, consulting, etc.).

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Good judgment and personal initiative to recognize the appropriate action to be taken for completion of routine to moderately complex tasks.

Interpersonal skills demonstrated by developing good working relationships and networks with directorate/office managers, employees, and co-workers.

Knowledge of the organizational structure, mission, and business functions.

Knowledge of the component's mission, business functions, records, and record keeping systems, if applicable to the assignment.

Knowledge of the processes and principles of information management and of the methods used to gather, analyze, and evaluate information management issues.

Knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Knowledge of the technical methods, principles, and practices in automated data processing as it relates to information management, such as control, storage, and retrieval.

Presentation skills demonstrated by developing and conducting briefings on information management topics in internal group settings in a manner that is easily understood

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Support Officer - Manager

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Duties include performing moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Short Summary:
Duties include performing moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Duties, Tasks, and Responsibilities

Applies Records Control Schedules

Approves records retirement requests

Approves temporary records for destruction.

Assists employees during check-in/out with information management responsibilities.

Assists in evaluation and compliance reviews.

Assists with records searches.

Briefs and assists customers with classification management.

Executes established information management procedures and practices.

Executes procedures for vital records protection, prevention, and disaster recovery programs.

Helps to define requirements for systems that impact their work.

Manages content in central repositories, databases, and websites, as applicable.

Participates in the development and maintenance of record keeping systems (manual and automated) and component file plans.

Performs moderately complex records and classification management activities under immediate or general supervision.

Performs other miscellaneous duties as assigned.

Performs preservation work on permanent records.

Performs records and information system inventories.

Prepares and packs records for transfer to the Archive Records Center (AARC) and retrieves records and documents from the AARC

Processes loan requests for retired records

Processes records for destruction.

Provides basic records retirement guidance to managers and customers.

Provides customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues under immediate or general supervision

Provides general guidance to customers on records and classification management programs, including electronic record keeping, files management, forms management, records preservation and destruction.

Provides records control, storage, preservation and destruction.

Provides surge support to organizations.

Provides training and technical assistance to junior officers.

Responds to moderately complex queries from customers

Knowledge, Skills, and Abilities

Ability to foster changing work requirements and priorities.

Applies information management knowledge to assist with evaluating existing digital, micrographic, and manual systems.

Communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (Lotus Notes, briefing, consulting, etc.).

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Good judgment and personal initiative to recognize the appropriate action to be taken for completion of routine to moderately complex tasks.

Interpersonal skills demonstrated by developing good working relationships and networks with directorate/office managers, employees, and co-workers.

Knowledge of the organizational structure, mission, and business functions.

Knowledge of the component's mission, business functions, records, and record keeping systems, if applicable to the assignment.

Knowledge of the processes and principles of information management and of the methods used to gather, analyze, and evaluate information management issues.

Knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Knowledge of the technical methods, principles, and practices in automated data processing as it relates to information management, such as control, storage, and retrieval.

Presentation skills demonstrated by developing and conducting briefings on information management topics in internal group settings in a manner that is easily understood

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Support Officer - Senior

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Duties include performing moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Short Summary:
Duties include performing moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Duties, Tasks, and Responsibilities

Applies Records Control Schedules

Approves records retirement requests

Approves temporary records for destruction.

Assists employees during check-in/out with information management responsibilities.

Assists in evaluation and compliance reviews.

Assists with records searches.

Briefs and assists customers with classification management.

Executes established information management procedures and practices.

Executes procedures for vital records protection, prevention, and disaster recovery programs.

Helps to define requirements for systems that impact their work.

Manages content in central repositories, databases, and websites, as applicable.

Participates in the development and maintenance of record keeping systems (manual and automated) and component file plans.

Performs moderately complex records and classification management activities under immediate or general supervision.

Performs other miscellaneous duties as assigned.

Performs preservation work on permanent records.

Performs records and information system inventories.

Prepares and packs records for transfer to the Archive Records Center (AARC) and retrieves records and documents from the AARC

Processes loan requests for retired records

Processes records for destruction.

Provides basic records retirement guidance to managers and customers.

Provides customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues under immediate or general supervision

Provides general guidance to customers on records and classification management programs, including electronic record keeping, files management, forms management, records preservation and destruction.

Provides records control, storage, preservation and destruction.

Provides surge support to organizations.

Provides training and technical assistance to junior officers.

Responds to moderately complex queries from customers

Knowledge, Skills, and Abilities

Ability to foster changing work requirements and priorities.

Applies information management knowledge to assist with evaluating existing digital, micrographic, and manual systems.

Communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (Lotus Notes, briefing, consulting, etc.).

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Good judgment and personal initiative to recognize the appropriate action to be taken for completion of routine to moderately complex tasks.

Interpersonal skills demonstrated by developing good working relationships and networks with directorate/office managers, employees, and co-workers.

Knowledge of the organizational structure, mission, and business functions.

Knowledge of the component's mission, business functions, records, and record keeping systems, if applicable to the assignment.

Knowledge of the processes and principles of information management and of the methods used to gather, analyze, and evaluate information management issues.

Knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Knowledge of the technical methods, principles, and practices in automated data processing as it relates to information management, such as control, storage, and retrieval.

Presentation skills demonstrated by developing and conducting briefings on information management topics in internal group settings in a manner that is easily understood

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Support Officer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Duties include performing moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Short Summary:

Duties include performing moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Duties, Tasks, and Responsibilities

Applies Records Control Schedules

Approves records retirement requests

Approves temporary records for destruction.

Assists employees during check-in/out with information management responsibilities.

Assists in evaluation and compliance reviews.

Assists with records searches.

Briefs and assists customers with classification management.

Executes established information management procedures and practices.

Executes procedures for vital records protection, prevention, and disaster recovery programs.

Helps to define requirements for systems that impact their work.

Manages content in central repositories, databases, and websites, as applicable.

Participates in the development and maintenance of record keeping systems (manual and automated) and component file plans.

Performs moderately complex records and classification management activities under immediate or general supervision.

Performs other miscellaneous duties as assigned.

Performs preservation work on permanent records.

Performs records and information system inventories.

Prepares and packs records for transfer to the Archive Records Center (AARC) and retrieves records and documents from the AARC

Processes loan requests for retired records

Processes records for destruction.

Provides basic records retirement guidance to managers and customers.

Provides customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues under immediate or general supervision

Provides general guidance to customers on records and classification management programs, including electronic record keeping, files management, forms management, records preservation and destruction.

Provides records control, storage, preservation and destruction.

Provides surge support to organizations.

Provides training and technical assistance to junior officers.

Responds to moderately complex queries from customers

Knowledge, Skills, and Abilities

Ability to foster changing work requirements and priorities.

Applies information management knowledge to assist with evaluating existing digital, micrographic, and, manual systems.

Communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (Lotus Notes, briefing, consulting, etc.).

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Good judgment and personal initiative to recognize the appropriate action to be taken for completion of routine to moderately complex tasks.

Interpersonal skills demonstrated by developing good working relationships and networks with directorate/office managers, employees, and co-workers.

Knowledge of the organizational structure, mission, and business functions.

Knowledge of the component's mission, business functions, records, and record keeping systems, if applicable to the assignment.

Knowledge of the processes and principles of information management and of the methods used to gather, analyze, and evaluate information management issues.

Knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.

Knowledge of the technical methods, principles, and practices in automated data processing as it relates to information management, such as control, storage, and retrieval.

Presentation skills demonstrated by developing and conducting briefings on information management topics in internal group settings in a manner that is easily understood

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Technical Officer - Developmental

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Positions at this level have specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the . Work includes, but is not limited to, independently performing the complete range of information systems activities to support management, staff, and customers; serving as advisor to senior managers in regards to information management as it relates to information systems; representing the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems; and performing miscellaneous duties as assigned. In addition, positions at this level are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and/or by reading technical journals.

Short Summary:

Positions at this level have specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the . Work includes, but is not limited to, independently performing the complete range of information systems activities to support management, staff, and customers; serving as advisor to senior managers in regards to information management as it relates to information systems; representing the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems; and performing miscellaneous duties as assigned. In addition, positions at this level are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and/or by reading technical journals.

Duties, Tasks, and Responsibilities

• Advises management on issues, impacts, risks, and options.

• Advises management on the implications of key policy decisions.

• Advises management/customers on problems, changes, and new or future developments in information management systems.

• Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; prepares or provides input to formal performance appraisal.

• Briefs management, customers, and Intelligence Community partners on information systems topics and issues, and gives presentations to and Intelligence Community boards and forums.

• Develops strategic alliances with key contacts and senior-level officials.

• Develops, implements, and interprets information management policies, procedures, and practices related to information systems.

• Establishes performance objectives and standards; assists subordinates in setting individual goals.

• Evaluates proposals regarding new information management policies, procedures, systems, and programs.

• Identifies requirements for information management education.

• Independently performs the complete range of information systems activities to support management, staff, and customers under broad senior level guidance.

• Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

• Participates in personnel selection and assignment process

• Performs other ad hoc duties as assigned.

• Performs other ad hoc duties as assigned.

• Provides advice, guidance and instruction to subordinates on information management processes, policy interpretation, workflow, and directorate priorities.

• Provides information management guidance to systems developers and program managers.

• Provides information systems consulting services to include business process analysis, work flow/information flow studies, and develops information systems, which meet corporate and customer business requirements as well as information management standards

• Represents the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems.

• Researches and analyzes complex technical issues related to information systems.

• Serves as advisor to senior managers in regard to information management as it relates to information systems.

• Solicits feedback from customers/management/co-workers when proposed policy/procedures will have a major impact.

• Supervises and/or provides direction and guidance to office-level Information Management Officers and others involved in information management within the unit.

• Teaches information management classes, including the development of course lesson plans and instructional materials.

• Utilizes knowledge of advanced search and retrieval leading edge technologies to effectively exploit information systems.

• Utilizes knowledge of business systems, information systems analysis, information management, and technologies to develop information systems requirements

• Works with US government counterparts on information management information systems issues and reports back to senior management

Knowledge, Skills, and Abilities

Computer science or related information sciences discipline.

Organizational (taxonomic) methodologies to include tools for their implementation and exploitation

Search and retrieval of information to include exploitation tools for such actions

• Ability to interact with customers, employees, and managers at all levels in order to contribute to and influence decision-making and resolve conflict

• Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

• Demonstrated leadership and supervisory skills gained through previous assignments in formal and informal leadership roles.

• Extensive knowledge of business systems analysis with expertise in one of the following:

• Extensive knowledge of systems design and analysis, metadata, content management, and knowledge management.

• Extensive knowledge of, and ability to apply analytic, diagnostic, and qualitative techniques sufficient to identify, evaluate, and recommend to senior managers appropriate information systems solutions to resolve complex problems and issues.

• Presentation skills demonstrated by developing and conducting briefings and/or instruction on information management topics to internal and external intelligence community groups in a manner that is easily understood and appropriate to the audien

• Project management skills demonstrated by planning and implementing information management and/or information systems projects, which address organizational needs.

• Research and analysis skills demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by data; transforming the data into a form that will make them easy to understand and interpret

• Thorough knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Received: General supervision, receiving broad lateral guidance

Given: leading and mentoring colleagues

Information Management Technical Officer - Expert

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the . Work includes, but is not limited to, independently performing the complete range of information systems activities to support management, staff, and customers; serving as advisor to senior managers in regards to information management as it relates to information systems; representing the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems; and performing miscellaneous duties as assigned. In addition, positions at this level are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and/or by reading technical journals.

Short Summary:

Positions at this level have specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the . Work includes, but is not limited to, independently performing the complete range of information systems activities to support management, staff, and customers; serving as advisor to senior managers in regards to information management as it relates to information systems; representing the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems; and performing miscellaneous duties as assigned. In addition, positions at this level are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and/or by reading technical journals.

Duties, Tasks, and Responsibilities

Advises management on issues, impacts, risks, and options.

Advises management on the implications of key policy decisions.

Advises management/customers on problems, changes, and new or future developments in information management systems.

Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; prepares or provides input to formal performance appraisal.

Briefs management, customers, and Intelligence Community partners on information systems topics and issues, and gives presentations to and Intelligence Community boards and forums.

Develops strategic alliances with key contacts and senior-level officials.

Develops, implements, and interprets information management policies, procedures, and practices related to information systems.

Establishes performance objectives and standards; assists subordinates in setting individual goals.

Evaluates proposals regarding new information management policies, procedures, systems, and programs.

Identifies requirements for information management education.

Independently performs the complete range of information systems activities to support management, staff, and customers under broad senior level guidance.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in personnel selection and assignment process

Performs other ad hoc duties as assigned.

Provides advice, guidance and instruction to subordinates on information management processes, policy interpretation, workflow, and directorate priorities.

Provides information management guidance to systems developers and program managers.

Provides information systems consulting services to include business process analysis, work flow/information flow studies, and develops information systems, which meet corporate and customer business requirements as well as information management standards

Represents the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems.

Researches and analyzes complex technical issues related to information systems.

Serves as advisor to senior managers in regard to information management as it relates to information systems.

Solicits feedback from customers/management/co-workers when proposed policy/procedures will have a major impact.

Supervises and/or provides direction and guidance to office-level Information Management Officers and others involved in information management within the unit.

Teaches information management classes, including the development of course lesson plans and instructional materials.

Utilizes knowledge of advanced search and retrieval leading edge technologies to effectively exploit information systems.

Utilizes knowledge of business systems, information systems analysis, information management, and technologies to develop information systems requirements

Works with US government counterparts on information management information systems issues and reports back to senior management

Knowledge, Skills, and Abilities

Ability to interact with customers, employees, and managers at all levels in order to contribute to and influence decision-making and resolve conflict

Computer science or related information sciences discipline.

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Demonstrated leadership and supervisory skills gained through previous assignments in formal and informal leadership roles.

Extensive knowledge of business systems analysis with expertise in one of the following:

Extensive knowledge of systems design and analysis, metadata, content management, and knowledge management.

Extensive knowledge of, and ability to apply analytic, diagnostic, and qualitative techniques sufficient to identify, evaluate, and recommend to senior managers appropriate information systems solutions to resolve complex problems and issues.

Organizational (taxonomic) methodologies to include tools for their implementation and exploitation

Presentation skills demonstrated by developing and conducting briefings and/or instruction on information management topics to internal and external intelligence community groups in a manner that is easily understood and appropriate to the audien

Project management skills demonstrated by planning and implementing information management and/or information systems projects, which address organizational needs.

Research and analysis skills demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by data; transforming the data into a form that will make them easy to understand and interpret

Search and retrieval of information to include exploitation tools for such actions

Thorough knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Technical Officer - Full Performance

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the . Work includes, but is not limited to, independently performing the complete range of information systems activities to support management, staff, and customers; serving as adviser to senior managers in regards to information management as it relates to information systems; representing the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems; and performing miscellaneous duties as assigned. In addition, positions at this level are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and/or by reading technical journals.

Short Summary:

Positions at this level have specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the . Work includes, but is not limited to, independently performing the complete range of information systems activities to support management, staff, and customers; serving as adviser to senior managers in regards to information management as it relates to information systems; representing the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems; and performing miscellaneous duties as assigned. In addition, positions at this level are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and/or by reading technical journals.

Duties, Tasks, and Responsibilities

Advises management on issues, impacts, risks, and options.

Advises management on the implications of key policy decisions.

Advises management/customers on problems, changes, and new or future developments in information management systems.

Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; prepares or provides input to formal performance appraisal.

Briefs management, customers, and Intelligence Community partners on information systems topics and issues, and gives presentations to and Intelligence Community boards and forums.

Develops strategic alliances with key contacts and senior-level officials.

Develops, implements, and interprets information management policies, procedures, and practices related to information systems.

Establishes performance objectives and standards; assists subordinates in setting individual goals.

Evaluates proposals regarding new information management policies, procedures, systems, and programs.

Identifies requirements for information management education.

Independently performs the complete range of information systems activities to support management, staff, and customers under broad senior level guidance.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in personnel selection and assignment process

Performs other ad hoc duties as assigned.

Provides advice, guidance and instruction to subordinates on information management processes, policy interpretation, workflow, and directorate priorities.

Provides information management guidance to systems developers and program managers.

Provides information systems consulting services to include business process analysis, work flow/information flow studies, and develops information systems, which meet corporate and customer business requirements as well as information management standards

Represents the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems.

Researches and analyzes complex technical issues related to information systems.

Serves as advisor to senior managers in regard to information management as it relates to information systems.

Solicits feedback from customers/management/co-workers when proposed policy/procedures will have a major impact.

Supervises and/or provides direction and guidance to office-level Information Management Officers and others involved in information management within the unit.

Teaches information management classes, including the development of course lesson plans and instructional materials.

Utilizes knowledge of advanced search and retrieval leading edge technologies to effectively exploit information systems.

Utilizes knowledge of business systems, information systems analysis, information management, and technologies to develop information systems requirements

Works with US government counterparts on information management information systems issues and reports back to senior management

Knowledge, Skills, and Abilities

Ability to interact with customers, employees, and managers at all levels in order to contribute to and influence decision-making and resolve conflict

Computer science or related information sciences discipline.

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Demonstrated leadership and supervisory skills gained through previous assignments in formal and informal leadership roles.

Extensive knowledge of business systems analysis with expertise in one of the following:

Extensive knowledge of systems design and analysis, metadata, content management, and knowledge management.

Extensive knowledge of, and ability to apply analytic, diagnostic, and qualitative techniques sufficient to identify, evaluate, and recommend to senior managers appropriate information systems solutions to resolve complex problems and issues.

Organizational (taxonomic) methodologies to include tools for their implementation and exploitation

Presentation skills demonstrated by developing and conducting briefings and/or instruction on information management topics to internal and external intelligence community groups in a manner that is easily understood and appropriate to the audien

Project management skills demonstrated by planning and implementing information management and/or information systems projects, which address organizational needs.

Research and analysis skills demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by data; transforming the data into a form that will make them easy to understand and interpret

Search and retrieval of information to include exploitation tools for such actions

Thorough knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Technical Officer - Manager

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the . Work includes, but is not limited to, independently performing the complete range of information systems activities to support management, staff, and customers; serving as advisor to senior managers in regards to information management as it relates to information systems; representing the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems; and performing miscellaneous duties as assigned. In addition, positions at this level are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and/or by reading technical journals.

Short Summary:

Positions at this level have specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the . Work includes, but is not limited to, independently performing the complete range of information systems activities to support management, staff, and customers; serving as advisor to senior managers in regards to information management as it relates to information systems; representing the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems; and performing miscellaneous duties as assigned. In addition, positions at this level are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and/or by reading technical journals.

Duties, Tasks, and Responsibilities

Advises management on issues, impacts, risks, and options.

Advises management on the implications of key policy decisions.

Advises management/customers on problems, changes, and new or future developments in information management systems.

Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; prepares or provides input to formal performance appraisal.

Briefs management, customers, and Intelligence Community partners on information systems topics and issues, and gives presentations to and Intelligence Community boards and forums.

Develops strategic alliances with key contacts and senior-level officials.

Develops, implements, and interprets information management policies, procedures, and practices related to information systems.

Establishes performance objectives and standards; assists subordinates in setting individual goals.

Evaluates proposals regarding new information management policies, procedures, systems, and programs.

Identifies requirements for information management education.

Independently performs the complete range of information systems activities to support management, staff, and customers under broad senior level guidance.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in personnel selection and assignment process

Performs other ad hoc duties as assigned.

Provides advice, guidance and instruction to subordinates on information management processes, policy interpretation, workflow, and directorate priorities.

Provides information management guidance to systems developers and program managers.

Provides information systems consulting services to include business process analysis, work flow/information flow studies, and develops information systems, which meet corporate and customer business requirements as well as information management standards

Represents the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems.

Researches and analyzes complex technical issues related to information systems.

Serves as advisor to senior managers in regard to information management as it relates to information systems.

Solicits feedback from customers/management/co-workers when proposed policy/procedures will have a major impact.

Supervises and/or provides direction and guidance to office-level Information Management Officers and others involved in information management within the unit.

Teaches information management classes, including the development of course lesson plans and instructional materials.

Utilizes knowledge of advanced search and retrieval leading edge technologies to effectively exploit information systems.

Utilizes knowledge of business systems, information systems analysis, information management, and technologies to develop information systems requirements

Works with US government counterparts on information management information systems issues and reports back to senior management

Knowledge, Skills, and Abilities

Ability to interact with customers, employees, and managers at all levels in order to contribute to and influence decision-making and resolve conflict

Computer science or related information sciences discipline.

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Demonstrated leadership and supervisory skills gained through previous assignments in formal and informal leadership roles.

Extensive knowledge of business systems analysis with expertise in one of the following:

Extensive knowledge of systems design and analysis, metadata, content management, and knowledge management.

Extensive knowledge of, and ability to apply analytic, diagnostic, and qualitative techniques sufficient to identify, evaluate, and recommend to senior managers appropriate information systems solutions to resolve complex problems and issues.

Organizational (taxonomic) methodologies to include tools for their implementation and exploitation

Presentation skills demonstrated by developing and conducting briefings and/or instruction on information management topics to internal and external intelligence community groups in a manner that is easily understood and appropriate to the audience.

Project management skills demonstrated by planning and implementing information management and/or information systems projects, which address organizational needs.

Research and analysis skills demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by data; transforming the data into a form that will make them easy to understand and interpret

Search and retrieval of information to include exploitation tools for such actions

Thorough knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Technical Officer - Senior

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the . Work includes, but is not limited to, independently performing the complete range of information systems activities to support management, staff, and customers; serving as advisor to senior managers in regards to information management as it relates to information systems; representing the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems; and performing miscellaneous duties as assigned. In addition, positions at this level are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and/or by reading technical journals.

Short Summary:

Positions at this level have specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the . Work includes, but is not limited to, independently performing the complete range of information systems activities to support management, staff, and customers; serving as advisor to senior managers in regards to information management as it relates to information systems; representing the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems; and performing miscellaneous duties as assigned. In addition, positions at this level are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and/or by reading technical journals.

Duties, Tasks, and Responsibilities

Advises management on issues, impacts, risks, and options.

Advises management on the implications of key policy decisions.

Advises management/customers on problems, changes, and new or future developments in information management systems.

Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; prepares or provides input to formal performance appraisal.

Briefs management, customers, and Intelligence Community partners on information systems topics and issues, and gives presentations to and Intelligence Community boards and forums.

Develops strategic alliances with key contacts and senior-level officials.

Develops, implements, and interprets information management policies, procedures, and practices related to information systems.

Establishes performance objectives and standards; assists subordinates in setting individual goals.

Evaluates proposals regarding new information management policies, procedures, systems, and programs.

Identifies requirements for information management education.

Independently performs the complete range of information systems activities to support management, staff, and customers under broad senior level guidance.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in personnel selection and assignment process

Performs other ad hoc duties as assigned.

Provides advice, guidance and instruction to subordinates on information management processes, policy interpretation, workflow, and directorate priorities.

Provides information management guidance to systems developers and program managers.

Provides information systems consulting services to include business process analysis, work flow/information flow studies, and develops information systems, which meet corporate and customer business requirements as well as information management standards

Represents the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems.

Researches and analyzes complex technical issues related to information systems.

Serves as advisor to senior managers in regard to information management as it relates to information systems.

Solicits feedback from customers/management/co-workers when proposed policy/procedures will have a major impact.

Supervises and/or provides direction and guidance to office-level Information Management Officers and others involved in information management within the unit.

Teaches information management classes, including the development of course lesson plans and instructional materials.

Utilizes knowledge of advanced search and retrieval leading edge technologies to effectively exploit information systems.

Utilizes knowledge of business systems, information systems analysis, information management, and technologies to develop information systems requirements

Works with US government counterparts on information management information systems issues and reports back to senior management

Knowledge, Skills, and Abilities

Ability to interact with customers, employees, and managers at all levels in order to contribute to and influence decision-making and resolve conflict

Computer science or related information sciences discipline.

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Demonstrated leadership and supervisory skills gained through previous assignments in formal and informal leadership roles.

Extensive knowledge of business systems analysis with expertise in one of the following:

Extensive knowledge of systems design and analysis, metadata, content management, and knowledge management.

Extensive knowledge of, and ability to apply analytic, diagnostic, and qualitative techniques sufficient to identify, evaluate, and recommend to senior managers appropriate information systems solutions to resolve complex problems and issues.

Organizational (taxonomic) methodologies to include tools for their implementation and exploitation

Presentation skills demonstrated by developing and conducting briefings and/or instruction on information management topics to internal and external intelligence community groups in a manner that is easily understood and appropriate to the audien

Project management skills demonstrated by planning and implementing information management and/or information systems projects, which address organizational needs.

Research and analysis skills demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by data; transforming the data into a form that will make them easy to understand and interpret

Search and retrieval of information to include exploitation tools for such actions

Thorough knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Management Technical Officer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the . Work includes, but is not limited to, independently performing the complete range of information systems activities to support management, staff, and customers; serving as advisor to senior managers in regards to information management as it relates to information systems; representing the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems; and performing miscellaneous duties as assigned. In addition, positions at this level are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and/or by reading technical journals.

Short Summary:

Positions at this level have specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the . Work includes, but is not limited to, independently performing the complete range of information systems activities to support management, staff, and customers; serving as advisor to senior managers in regards to information management as it relates to information systems; representing the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems; and performing miscellaneous duties as assigned. In addition, positions at this level are expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, etc. and/or by reading technical journals.

Duties, Tasks, and Responsibilities

Advises management on issues, impacts, risks, and options.

Advises management on the implications of key policy decisions.

Advises management/customers on problems, changes, and new or future developments in information management systems.

Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; prepares or provides input to formal performance appraisal.

Briefs management, customers, and Intelligence Community partners on information systems topics and issues, and gives presentations to and Intelligence Community boards and forums.

Develops strategic alliances with key contacts and senior-level officials.

Develops, implements, and interprets information management policies, procedures, and practices related to information systems.

Establishes performance objectives and standards; assists subordinates in setting individual goals.

Evaluates proposals regarding new information management policies, procedures, systems, and programs.

Identifies requirements for information management education.

Independently performs the complete range of information systems activities to support management, staff, and customers under broad senior level guidance.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in personnel selection and assignment process

Performs other ad hoc duties as assigned.

Provides advice, guidance and instruction to subordinates on information management processes, policy interpretation, workflow, and directorate priorities.

Provides information management guidance to systems developers and program managers.

Provides information systems consulting services to include business process analysis, work flow/information flow studies, and develops information systems, which meet corporate and customer business requirements as well as information management standards

Represents the organization as a member of various policy level and Intelligence Community boards, task forces, working groups, and other forums related to information management and information systems.

Researches and analyzes complex technical issues related to information systems.

Serves as advisor to senior managers in regard to information management as it relates to information systems.

Solicits feedback from customers/management/co-workers when proposed policy/procedures will have a major impact.

Supervises and/or provides direction and guidance to office-level Information Management Officers and others involved in information management within the unit.

Teaches information management classes, including the development of course lesson plans and instructional materials.

Utilizes knowledge of advanced search and retrieval leading edge technologies to effectively exploit information systems.

Utilizes knowledge of business systems, information systems analysis, information management, and technologies to develop information systems requirements

Works with US government counterparts on information management information systems issues and reports back to senior management

Knowledge, Skills, and Abilities

Ability to interact with customers, employees, and managers at all levels in order to contribute to and influence decision-making and resolve conflict

Computer science or related information sciences discipline.

Customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Demonstrated leadership and supervisory skills gained through previous assignments in formal and informal leadership roles.

Extensive knowledge of business systems analysis with expertise in one of the following:

Extensive knowledge of systems design and analysis, metadata, content management, and knowledge management.

Extensive knowledge of, and ability to apply analytic, diagnostic, and qualitative techniques sufficient to identify, evaluate, and recommend to senior managers appropriate information systems solutions to resolve complex problems and issues.

Organizational (taxonomic) methodologies to include tools for their implementation and exploitation

Presentation skills demonstrated by developing and conducting briefings and/or instruction on information management topics to internal and external intelligence community groups in a manner that is easily understood and appropriate to the audien

Project management skills demonstrated by planning and implementing information management and/or information systems projects, which address organizational needs.

Research and analysis skills demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by data; transforming the data into a form that will make them easy to understand and interpret

Search and retrieval of information to include exploitation tools for such actions

Thorough knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Review and Release Analyst - Developmental

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Information Review and Release Analyst professional occupational specialty. Positions work independently with broad lateral guidance from senior managers in the area of assignment. Positions are responsible for directing contract teams responsible for intelligence information review programs to analyze national security equities and render decisions relative to the continuing protection or release of classified or other sensitive information. The executive, judicial, and legislative branches of government mandate these programs. Positions are expected to advise senior government officials on significant declassification and information protection issues that may affect policy and programs; develop information review and release (IRR) policies that protect sources, methods, and mission capabilities; develop efficient and cost effective processes to implement or improve information release policies and procedures; develop effective resource management plans to accomplish mission goals or business objectives; develop long-range strategic plans to meet mission-critical priorities and accomplish work goals; and perform miscellaneous duties as assigned. Based on assignment, positions may be responsible for first-line supervision to include coaching, mentoring, and evaluating contractor subordinates.

Short Summary:

This is work within the multi-level Information Review and Release Analyst professional occupational specialty. Positions work independently with broad lateral guidance from senior managers in the area of assignment. Positions are responsible for directing contract teams responsible for intelligence information review programs to analyze national security equities and render decisions relative to the continuing protection or release of classified or other sensitive information. The executive, judicial, and legislative branches of government mandate these programs. Positions are expected to advise senior government officials on significant declassification and information protection issues that may affect policy and programs; develop information review and release (IRR) policies that protect sources, methods, and mission capabilities; develop efficient and cost effective processes to implement or improve information release policies and procedures; develop effective resource management plans to accomplish mission goals or business objectives; develop long-range strategic plans to meet mission-critical priorities and accomplish work goals; and perform miscellaneous duties as assigned. Based on assignment, positions may be responsible for first-line supervision to include coaching, mentoring, and evaluating contractor subordinates.

Duties, Tasks, and Responsibilities

Analyzes intelligence information and makes final recommendations for classification and declassification of such information.

Applies effective project management methodologies to information review and release needs.

Assesses the performance and skills of subordinates; provide performance and developmental feedback on an ongoing basis; prepare or provide input to formal performance appraisals.

Assist government managers in negotiating with congressional, judicial, and oversight boards to refine taskings and manage expectations.

Assumes ultimate quality control responsibility for products leaving the contractor team.

Coordinates and builds consensus, as appropriate, within the, intelligence community, and government.

Coordinates with other resources to collaboratively solve/de-conflict cross-community issues.

Defines, develops, and manages search strategies for records.

Develops effective and efficient tactical plans in order to implement the Office's Strategic Plan.

Develops effective resource management plans to accomplish mission goals or business objectives.

Develops efficient and cost effective processes to implement or improve information release policies and procedures.

Develops increasingly effective quality assurance processes.

Develops information review and release policies that protect sources, methods, and mission capabilities.

Develops long-range strategic plans to meet mission-critical priorities and accomplish work goals.

Develops risk mitigation/contingency plans that enable mission success against unforeseen/undesirable circumstances.

Directs (coordinates/synchronizes) a project team and its resources necessary to support plan implementation.

Directs and prioritizes intelligence information review and release programs to ensure accurate, timely, relevant and complete responses to public, executive, legislative, or judicial requests.

Drafts and advises on policy recommendations.

Establishes performance objectives and standards; assist contract subordinates in setting individual goals.

Identifies key issues and problems, including those resulting from unauthorized disclosure, inadvertent release, declassification, and the collective mosaic effect of release.

Leads ongoing evaluation of contract resources being applied to current programs to ensure efficiency and cost-effectiveness (e.g. monitors budget, staffing allocations).

Leverages the latest technology to meet business needs.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in contractor personnel selection and assignment process.

Performs other ad hoc duties as assigned.

Prepares explicit criteria and metrics for evaluating actual performance against plans.

Prepares position papers when EXDIR or DCI-level decisions are required.

Provides advice, guidance, and instruction to subordinates on information review and release information processes, policy interpretation, and workflow.

Provides guidance to and defends policy decisions on high profile, politically sensitive issues to senior and executive management and information review and release customers.

Provides key guidance to government prosecutors and judges with respect to classification equities.

Represents the inter- and intra- information review and release forums such as ISCAP and NSC committees.

Supervises and/or provides direction and guidance to contractor Information Review and Release Analysts and others performing related work within the work unit.

Knowledge, Skills, and Abilities

Considerable ability to work effectively as a team leader or team member; understands the differences in roles to build team cohesiveness, reaches consensus and achieves team goals; shares information, knowledge, and information with the team.

Excellent customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Excellent interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees.

Excellent problem solving skills, demonstrated by: identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option; and, suggesting a preferred course of action.

Leadership and supervisory skills, gained through previous assignments in formal and informal leadership roles.

Superior ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work; planning/scheduling own and unit's work so that work is completed on time.

Superior communication skills (oral and written), demonstrated by expressing ideas, explanations, and concepts in a manner appropriate for the audience (one-on-one, small groups, hearing and court proceedings, etc.) using a variety of formats (e-mail, counseling, briefing, written reports, etc.).

Thorough knowledge of a wide range of analytic methodologies and the ability to apply this knowledge to evaluate Freedom of Information Act and Privacy Act; EO 12958; and policy and procedures in matters of declassification.

Thorough knowledge of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policies and procedures governing the information review and release program, and implementing directives related to classification, control markings, and declassification.

Thorough knowledge of the's organization structure and history, including mission and business functions.

Thorough negotiation, influencing, and conflict management skills demonstrated by addressing difficult issues at senior and inter- levels.

Thorough project leadership skills, demonstrated by planning and implementing information review and release plans and actions to address identified needs.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Tools

Desktop Computer

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Review and Release Analyst - Expert

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Information Review and Release Analyst professional occupational specialty. Positions work independently with broad lateral guidance from senior managers in the area of assignment. Positions are responsible for directing contract teams responsible for intelligence information review programs to analyze national security equities and render decisions relative to the continuing protection or release of classified or other sensitive information. The executive, judicial, and legislative branches of government mandate these programs. Positions are expected to advise senior government officials on significant declassification and information protection issues that may affect policy and programs; develop information review and release (IRR) policies that protect sources, methods, and mission capabilities; develop efficient and cost effective processes to implement or improve information release policies and procedures; develop effective resource management plans to accomplish mission goals or business objectives; develop long-range strategic plans to meet mission-critical priorities and accomplish work goals; and perform miscellaneous duties as assigned. Based on assignment, positions may be responsible for first-line supervision to include coaching, mentoring, and evaluating contractor subordinates.

Short Summary:

This is expert within the multi-level Information Review and Release Analyst professional occupational specialty. Positions work independently with broad lateral guidance from senior managers in the area of assignment. Positions are responsible for directing contract teams responsible for intelligence information review programs to analyze national security equities and render decisions relative to the continuing protection or release of classified or other sensitive information. The executive, judicial, and legislative branches of government mandate these programs. Positions are expected to advise senior government officials on significant declassification and information protection issues that may affect policy and programs; develop information review and release (IRR) policies that protect sources, methods, and mission capabilities; develop efficient and cost effective processes to implement or improve information release policies and procedures; develop effective resource management plans to accomplish mission goals or business objectives; develop long-range strategic plans to meet mission-critical priorities and accomplish work goals; and perform miscellaneous duties as assigned. Based on assignment, positions may be responsible for first-line supervision to include coaching, mentoring, and evaluating contractor subordinates.

Duties, Tasks, and Responsibilities

Analyzes intelligence information and makes final recommendations for classification and declassification of such information.

Applies effective project management methodologies to information review and release needs.

Assesses the performance and skills of subordinates; provide performance and developmental feedback on an ongoing basis; prepare or provide input to formal performance appraisals.

Assist government managers in negotiating with congressional, judicial, and oversight boards to refine taskings and manage expectations.

Assumes ultimate quality control responsibility for products leaving the contractor team.

Coordinates and builds consensus, as appropriate, within the, intelligence community, and government.

Coordinates with other resources to collaboratively solve/de-conflict cross-community issues.

Defines, develops, and manages search strategies for records.

Develops effective and efficient tactical plans in order to implement the Office's Strategic Plan.

Develops effective resource management plans to accomplish mission goals or business objectives.

Develops increasingly effective quality assurance processes.

Develops information review and release policies that protect sources, methods, and mission capabilities.

Develops long-range strategic plans to meet mission-critical priorities and accomplish work goals.

Develops risk mitigation/contingency plans that enable mission success against unforeseen/undesirable circumstances.

Directs (coordinates/synchronizes) a project team and its resources necessary to support plan implementation.

Directs and prioritizes intelligence information review and release programs to ensure accurate, timely, relevant and complete responses to public, executive, legislative, or judicial requests.

Drafts and advises on policy recommendations.

Establishes performance objectives and standards; assist contract subordinates in setting individual goals.

Identifies key issues and problems, including those resulting from unauthorized disclosure, inadvertent release, declassification, and the collective mosaic effect of release.

Leads ongoing evaluation of contract resources being applied to current programs to ensure efficiency and cost-effectiveness (e.g. monitors budget, staffing allocations).

Leverages the latest technology to meet business needs.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in contractor personnel selection and assignment process.

Performs other ad hoc duties as assigned.

Prepares explicit criteria and metrics for evaluating actual performance against plans.

Prepares position papers when EXDIR or DCI-level decisions are required.

Provides advice, guidance, and instruction to subordinates on information review and release information processes, policy interpretation, and workflow.

Provides guidance to and defends policy decisions on high profile, politically sensitive issues to senior and executive management and information review and release customers.

Provides key guidance to government prosecutors and judges with respect to classification equities.

Represents the inter- and intra- information review and release forums such as ISCAP and NSC committees.

Supervises and/or provides direction and guidance to contractor Information Review and Release Analysts and others performing related work within the work unit.

• Develops efficient and cost effective processes to implement or improve information release policies and procedures.

Knowledge, Skills, and Abilities

Considerable ability to work effectively as a team leader or team member; understands the differences in roles to build team cohesiveness, reaches consensus and achieves team goals; shares information, knowledge, and information with the team.

Excellent customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Excellent interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees.

Excellent problem solving skills, demonstrated by: identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option; and, suggesting a preferred course of action.

Leadership and supervisory skills, gained through previous assignments in formal and informal leadership roles.

Superior ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work; planning/scheduling own and unit's work so that work is completed on time.

Superior communication skills (oral and written), demonstrated by expressing ideas, explanations, and concepts in a manner appropriate for the audience (one-on-one, small groups, hearing and court proceedings, etc.) using a variety of formats (e-mail, counseling, briefing, written reports, etc.).

Thorough knowledge of a wide range of analytic methodologies and the ability to apply this knowledge to evaluate Freedom of Information Act and Privacy Act; EO 12958; and policy and procedures in matters of declassification.

Thorough knowledge of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policies and procedures governing the information review and release program, and implementing directives related to classification, control markings, and declassification.

Thorough knowledge of the's organization structure and history, including mission and business functions.

Thorough negotiation, influencing, and conflict management skills demonstrated by addressing difficult issues at senior and inter- levels.

Thorough project leadership skills, demonstrated by planning and implementing information review and release plans and actions to address identified needs.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computer

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Review and Release Analyst - Full Performance

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Information Review and Release Analyst professional occupational specialty. Positions work independently with broad lateral guidance from senior managers in the area of assignment. Positions are responsible for directing contract teams responsible for intelligence information review programs to analyze national security equities and render decisions relative to the continuing protection or release of classified or other sensitive information. The executive, judicial, and legislative branches of government mandate these programs. Positions are expected to advise senior government officials on significant declassification and information protection issues that may affect policy and programs; develop information review and release (IRR) policies that protect sources, methods, and mission capabilities; develop efficient and cost effective processes to implement or improve information release policies and procedures; develop effective resource management plans to accomplish mission goals or business objectives; develop long-range strategic plans to meet mission-critical priorities and accomplish work goals; and perform miscellaneous duties as assigned. Based on assignment, positions may be responsible for first-line supervision to include coaching, mentoring, and evaluating contractor subordinates.

Short Summary:

This is work within the multi-level Information Review and Release Analyst professional occupational specialty. Positions work independently with broad lateral guidance from senior managers in the area of assignment. Positions are responsible for directing contract teams responsible for intelligence information review programs to analyze national security equities and render decisions relative to the continuing protection or release of classified or other sensitive information. The executive, judicial, and legislative branches of government mandate these programs. Positions are expected to advise senior government officials on significant declassification and information protection issues that may affect policy and programs; develop information review and release (IRR) policies that protect sources, methods, and mission capabilities; develop efficient and cost effective processes to implement or improve information release policies and procedures; develop effective resource management plans to accomplish mission goals or business objectives; develop long-range strategic plans to meet mission-critical priorities and accomplish work goals; and perform miscellaneous duties as assigned. Based on assignment, positions may be responsible for first-line supervision to include coaching, mentoring, and evaluating contractor subordinates.

Duties, Tasks, and Responsibilities

Analyzes intelligence information and makes final recommendations for classification and declassification of such information.

Applies effective project management methodologies to information review and release needs.

Assesses the performance and skills of subordinates; provide performance and developmental feedback on an ongoing basis; prepare or provide input to formal performance appraisals.

Assist government managers in negotiating with congressional, judicial, and oversight boards to refine taskings and manage expectations.

Assumes ultimate quality control responsibility for products leaving the contractor team.

Coordinates and builds consensus, as appropriate, within the, intelligence community, and government.

Coordinates with other resources to collaboratively solve/de-conflict cross-community issues.

Defines, develops, and manages search strategies for records.

Develops effective and efficient tactical plans in order to implement the Office's Strategic Plan.

Develops effective resource management plans to accomplish mission goals or business objectives.

Develops efficient and cost effective processes to implement or improve information release policies and procedures.

Develops increasingly effective quality assurance processes.

Develops information review and release policies that protect sources, methods, and mission capabilities.

Develops long-range strategic plans to meet mission-critical priorities and accomplish work goals.

Develops risk mitigation/contingency plans that enable mission success against unforeseen/undesirable circumstances.

Directs (coordinates/synchronizes) a project team and its resources necessary to support plan implementation.

Directs and prioritizes intelligence information review and release programs to ensure accurate, timely, relevant and complete responses to public, executive, legislative, or judicial requests.

Drafts and advises on policy recommendations.

Establishes performance objectives and standards; assist contract subordinates in setting individual goals.

Identifies key issues and problems, including those resulting from unauthorized disclosure, inadvertent release, declassification, and the collective mosaic effect of release.

Leads ongoing evaluation of contract resources being applied to current programs to ensure efficiency and cost-effectiveness (e.g. monitors budget, staffing allocations).

Leverages the latest technology to meet business needs.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in contractor personnel selection and assignment process.

Performs other ad hoc duties as assigned.

Prepares explicit criteria and metrics for evaluating actual performance against plans.

Prepares position papers when EXDIR or DCI-level decisions are required.

Provides advice, guidance, and instruction to subordinates on information review and release information processes, policy interpretation, and workflow.

Provides guidance to and defends policy decisions on high profile, politically sensitive issues to senior and executive management and information review and release customers.

Provides key guidance to government prosecutors and judges with respect to classification equities.

Represents the inter- and intra- information review and release forums such as ISCAP and NSC committees.

Supervises and/or provides direction and guidance to contractor Information Review and Release Analysts and others performing related work within the work unit.

Knowledge, Skills, and Abilities

Considerable ability to work effectively as a team leader or team member; understands the differences in roles to build team cohesiveness, reaches consensus and achieves team goals; shares information, knowledge, and information with the team.

Excellent customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Excellent interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees.

Excellent problem solving skills, demonstrated by: identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option; and, suggesting a preferred course of action.

Leadership and supervisory skills, gained through previous assignments in formal and informal leadership roles.

Superior ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work; planning/scheduling own and unit's work so that work is completed on time.

Superior communication skills (oral and written), demonstrated by expressing ideas, explanations, and concepts in a manner appropriate for the audience (one-on-one, small groups, hearing and court proceedings, etc.) using a variety of formats (e-mail, counseling, briefing, written reports, etc.).

Thorough knowledge of a wide range of analytic methodologies and the ability to apply this knowledge to evaluate Freedom of Information Act and Privacy Act; EO 12958; and policy and procedures in matters of declassification.

Thorough knowledge of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policies and procedures governing the information review and release program, and implementing directives related to classification, control markings, and declassification.

Thorough knowledge of the's organization structure and history, including mission and business functions.

Thorough negotiation, influencing, and conflict management skills demonstrated by addressing difficult issues at senior and inter- levels.

Thorough project leadership skills, demonstrated by planning and implementing information review and release plans and actions to address identified needs.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computer

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Review and Release Analyst - Manager

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Information Review and Release Analyst professional occupational specialty. Positions work independently with broad lateral guidance from senior managers in the area of assignment. Positions are responsible for directing contract teams responsible for intelligence information review programs to analyze national security equities and render decisions relative to the continuing protection or release of classified or other sensitive information. The executive, judicial, and legislative branches of government mandate these programs. Positions are expected to advise senior government officials on significant declassification and information protection issues that may affect policy and programs; develop information review and release (IRR) policies that protect sources, methods, and mission capabilities; develop efficient and cost effective processes to implement or improve information release policies and procedures; develop effective resource management plans to accomplish mission goals or business objectives; develop long-range strategic plans to meet mission-critical priorities and accomplish work goals; and perform miscellaneous duties as assigned. Based on assignment, positions may be responsible for first-line supervision to include coaching, mentoring, and evaluating contractor subordinates.

Short Summary:

This is work within the multi-level Information Review and Release Analyst professional occupational specialty. Positions work independently with broad lateral guidance from senior managers in the area of assignment. Positions are responsible for directing contract teams responsible for intelligence information review programs to analyze national security equities and render decisions relative to the continuing protection or release of classified or other sensitive information. The executive, judicial, and legislative branches of government mandate these programs. Positions are expected to advise senior government officials on significant declassification and information protection issues that may affect policy and programs; develop information review and release (IRR) policies that protect sources, methods, and mission capabilities; develop efficient and cost effective processes to implement or improve information release policies and procedures; develop effective resource management plans to accomplish mission goals or business objectives; develop long-range strategic plans to meet mission-critical priorities and accomplish work goals; and perform miscellaneous duties as assigned. Based on assignment, positions may be responsible for first-line supervision to include coaching, mentoring, and evaluating contractor subordinates.

Duties, Tasks, and Responsibilities

Analyzes intelligence information and makes final recommendations for classification and declassification of such information.

Applies effective project management methodologies to information review and release needs.

Assesses the performance and skills of subordinates; provide performance and developmental feedback on an ongoing basis; prepare or provide input to formal performance appraisals.

Assist government managers in negotiating with congressional, judicial, and oversight boards to refine taskings and manage expectations.

Assumes ultimate quality control responsibility for products leaving the contractor team.

Coordinates and builds consensus, as appropriate, within the, intelligence community, and government.

Coordinates with other resources to collaboratively solve/de-conflict cross-community issues.

Defines, develops, and manages search strategies for records.

Develops effective and efficient tactical plans in order to implement the Office's Strategic Plan.

Develops effective resource management plans to accomplish mission goals or business objectives.

Develops efficient and cost effective processes to implement or improve information release policies and procedures.

Develops increasingly effective quality assurance processes.

Develops information review and release policies that protect sources, methods, and mission capabilities.

Develops long-range strategic plans to meet mission-critical priorities and accomplish work goals.

Develops risk mitigation/contingency plans that enable mission success against unforeseen/undesirable circumstances.

Directs (coordinates/synchronizes) a project team and its resources necessary to support plan implementation.

Directs and prioritizes intelligence information review and release programs to ensure accurate, timely, relevant and complete responses to public, executive, legislative, or judicial requests.

Drafts and advises on policy recommendations.

Establishes performance objectives and standards; assist contract subordinates in setting individual goals.

Identifies key issues and problems, including those resulting from unauthorized disclosure, inadvertent release, declassification, and the collective mosaic effect of release.

Leads ongoing evaluation of contract resources being applied to current programs to ensure efficiency and cost-effectiveness (e.g. monitors budget, staffing allocations).

Leverages the latest technology to meet business needs.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in contractor personnel selection and assignment process.

Performs other ad hoc duties as assigned.

Prepares explicit criteria and metrics for evaluating actual performance against plans.

Prepares position papers when EXDIR or DCI-level decisions are required.

Provides advice, guidance, and instruction to subordinates on information review and release information processes, policy interpretation, and workflow.

Provides guidance to and defends policy decisions on high profile, politically sensitive issues to senior and executive management and information review and release customers.

Provides key guidance to government prosecutors and judges with respect to classification equities.

Represents the inter- and intra- information review and release forums such as ISCAP and NSC committees.

Supervises and/or provides direction and guidance to contractor Information Review and Release Analysts and others performing related work within the work unit.

Knowledge, Skills, and Abilities

Considerable ability to work effectively as a team leader or team member; understands the differences in roles to build team cohesiveness, reaches consensus and achieves team goals; shares information, knowledge, and information with the team.

Excellent customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Excellent interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees.

Excellent problem solving skills, demonstrated by: identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option; and, suggesting a preferred course of action.

Leadership and supervisory skills, gained through previous assignments in formal and informal leadership roles.

Superior ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work; planning/scheduling own and unit's work so that work is completed on time.

Superior communication skills (oral and written), demonstrated by expressing ideas, explanations, and concepts in a manner appropriate for the audience (one-on-one, small groups, hearing and court proceedings, etc.) using a variety of formats (e-mail, counseling, briefing, written reports, etc.).

Thorough knowledge of a wide range of analytic methodologies and the ability to apply this knowledge to evaluate Freedom of Information Act and Privacy Act; EO 12958; and policy and procedures in matters of declassification.

Thorough knowledge of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policies and procedures governing the information review and release program, and implementing directives related to classification, control markings, and declassification.

Thorough knowledge of the's organization structure and history, including mission and business functions.

Thorough negotiation, influencing, and conflict management skills demonstrated by addressing difficult issues at senior and inter- levels.

Thorough project leadership skills, demonstrated by planning and implementing information review and release plans and actions to address identified needs.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Tools

Desktop Computer

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Review and Release Analyst - Senior

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Information Review and Release Analyst professional occupational specialty. Positions work independently with broad lateral guidance from senior managers in the area of assignment. Positions are responsible for directing contract teams responsible for intelligence information review programs to analyze national security equities and render decisions relative to the continuing protection or release of classified or other sensitive information. The executive, judicial, and legislative branches of government mandate these programs. Positions are expected to advise senior government officials on significant declassification and information protection issues that may affect policy and programs; develop information review and release (IRR) policies that protect sources, methods, and mission capabilities; develop efficient and cost effective processes to implement or improve information release policies and procedures; develop effective resource management plans to accomplish mission goals or business objectives; develop long-range strategic plans to meet mission-critical priorities and accomplish work goals; and perform miscellaneous duties as assigned. Based on assignment, positions may be responsible for first-line supervision to include coaching, mentoring, and evaluating contractor subordinates.

Short Summary:

This is work within the multi-level Information Review and Release Analyst professional occupational specialty. Positions work independently with broad lateral guidance from senior managers in the area of assignment. Positions are responsible for directing contract teams responsible for intelligence information review programs to analyze national security equities and render decisions relative to the continuing protection or release of classified or other sensitive information. The executive, judicial, and legislative branches of government mandate these programs. Positions are expected to advise senior government officials on significant declassification and information protection issues that may affect policy and programs; develop information review and release (IRR) policies that protect sources, methods, and mission capabilities; develop efficient and cost effective processes to implement or improve information release policies and procedures; develop effective resource management plans to accomplish mission goals or business objectives; develop long-range strategic plans to meet mission-critical priorities and accomplish work goals; and perform miscellaneous duties as assigned. Based on assignment, positions may be responsible for first-line supervision to include coaching, mentoring, and evaluating contractor subordinates.

Duties, Tasks, and Responsibilities

Analyzes intelligence information and makes final recommendations for classification and declassification of such information.

Applies effective project management methodologies to information review and release needs.

Assesses the performance and skills of subordinates; provide performance and developmental feedback on an ongoing basis; prepare or provide input to formal performance appraisals.

Assist government managers in negotiating with congressional, judicial, and oversight boards to refine taskings and manage expectations.

Assumes ultimate quality control responsibility for products leaving the contractor team.

Coordinates and builds consensus, as appropriate, within the, intelligence community, and government.

Coordinates with other resources to collaboratively solve/de-conflict cross-community issues.

Defines, develops, and manages search strategies for records.

Develops effective and efficient tactical plans in order to implement the Office's Strategic Plan.

Develops effective resource management plans to accomplish mission goals or business objectives.

Develops efficient and cost effective processes to implement or improve information release policies and procedures.

Develops increasingly effective quality assurance processes.

Develops information review and release policies that protect sources, methods, and mission capabilities.

Develops long-range strategic plans to meet mission-critical priorities and accomplish work goals.

Develops risk mitigation/contingency plans that enable mission success against unforeseen/undesirable circumstances.

Directs (coordinates/synchronizes) a project team and its resources necessary to support plan implementation.

Directs and prioritizes intelligence information review and release programs to ensure accurate, timely, relevant and complete responses to public, executive, legislative, or judicial requests.

Drafts and advises on policy recommendations.

Establishes performance objectives and standards; assist contract subordinates in setting individual goals.

Identifies key issues and problems, including those resulting from unauthorized disclosure, inadvertent release, declassification, and the collective mosaic effect of release.

Leads ongoing evaluation of contract resources being applied to current programs to ensure efficiency and cost-effectiveness (e.g. monitors budget, staffing allocations).

Leverages the latest technology to meet business needs.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in contractor personnel selection and assignment process.

Performs other ad hoc duties as assigned.

Prepares explicit criteria and metrics for evaluating actual performance against plans.

Prepares position papers when EXDIR or DCI-level decisions are required.

Provides advice, guidance, and instruction to subordinates on information review and release information processes, policy interpretation, and workflow.

Provides guidance to and defends policy decisions on high profile, politically sensitive issues to senior and executive management and information review and release customers.

Provides key guidance to government prosecutors and judges with respect to classification equities.

Represents the inter- and intra- information review and release forums such as ISCAP and NSC committees.

Supervises and/or provides direction and guidance to contractor Information Review and Release Analysts and others performing related work within the work unit.

Knowledge, Skills, and Abilities

Considerable ability to work effectively as a team leader or team member; understands the differences in roles to build team cohesiveness, reaches consensus and achieves team goals; shares information, knowledge, and information with the team.

Excellent customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Excellent interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees.

Excellent problem solving skills, demonstrated by: identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option; and, suggesting a preferred course of action.

Leadership and supervisory skills, gained through previous assignments in formal and informal leadership roles.

Superior ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work; planning/scheduling own and unit's work so that work is completed on time.

Superior communication skills (oral and written), demonstrated by expressing ideas, explanations, and concepts in a manner appropriate for the audience (one-on-one, small groups, hearing and court proceedings, etc.) using a variety of formats (e-mail, counseling, briefing, written reports, etc.).

Thorough knowledge of a wide range of analytic methodologies and the ability to apply this knowledge to evaluate Freedom of Information Act and Privacy Act; EO 12958; and policy and procedures in matters of declassification.

Thorough knowledge of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policies and procedures governing the information review and release program, and implementing directives related to classification, control markings, and declassification.

Thorough knowledge of the organization structure and history, including mission and business functions.

Thorough negotiation, influencing, and conflict management skills demonstrated by addressing difficult issues at senior and inter- levels.

Thorough project leadership skills, demonstrated by planning and implementing information review and release plans and actions to address identified needs.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computer

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Review and Release Analyst - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Information Review and Release Analyst professional occupational specialty. Positions work independently with broad lateral guidance from senior managers in the area of assignment. Positions are responsible for directing contract teams responsible for intelligence information review programs to analyze national security equities and render decisions relative to the continuing protection or release of classified or other sensitive information. The executive, judicial, and legislative branches of government mandate these programs. Positions are expected to advise senior government officials on significant declassification and information protection issues that may affect policy and programs; develop information review and release (IRR) policies that protect sources, methods, and mission capabilities; develop efficient and cost effective processes to implement or improve information release policies and procedures; develop effective resource management plans to accomplish mission goals or business objectives; develop long-range strategic plans to meet mission-critical priorities and accomplish work goals; and perform miscellaneous duties as assigned. Based on assignment, positions may be responsible for first-line supervision to include coaching, mentoring, and evaluating contractor subordinates.

Short Summary:
This is work within the multi-level Information Review and Release Analyst professional occupational specialty. Positions work independently with broad lateral guidance from senior managers in the area of assignment. Positions are responsible for directing contract teams responsible for intelligence information review programs to analyze national security equities and render decisions relative to the continuing protection or release of classified or other sensitive information. The executive, judicial, and legislative branches of government mandate these programs. Positions are expected to advise senior government officials on significant declassification and information protection issues that may affect policy and programs; develop information review and release (IRR) policies that protect sources, methods, and mission capabilities; develop efficient and cost effective processes to implement or improve information release policies and procedures; develop effective resource management plans to accomplish mission goals or business objectives; develop long-range strategic plans to meet mission-critical priorities and accomplish work goals; and perform miscellaneous duties as assigned. Based on assignment, positions may be responsible for first-line supervision to include coaching, mentoring, and evaluating contractor subordinates.

Duties, Tasks, and Responsibilities

Analyzes intelligence information and makes final recommendations for classification and declassification of such information.

Applies effective project management methodologies to information review and release needs.

Assesses the performance and skills of subordinates; provide performance and developmental feedback on an ongoing basis; prepare or provide input to formal performance appraisals.

Assist government managers in negotiating with congressional, judicial, and oversight boards to refine taskings and manage expectations.

Assumes ultimate quality control responsibility for products leaving the contractor team.

Coordinates and builds consensus, as appropriate, within the, intelligence community, and government.

Coordinates with other resources to collaboratively solve/de-conflict cross-community issues.

Defines, develops, and manages search strategies for records.

Develops effective and efficient tactical plans in order to implement the Office's Strategic Plan.

Develops effective resource management plans to accomplish mission goals or business objectives.

Develops efficient and cost effective processes to implement or improve information release policies and procedures.

Develops increasingly effective quality assurance processes.

Develops information review and release policies that protect sources, methods, and mission capabilities.

Develops long-range strategic plans to meet mission-critical priorities and accomplish work goals.

Develops risk mitigation/contingency plans that enable mission success against unforeseen/undesirable circumstances.

Directs (coordinates/synchronizes) a project team and its resources necessary to support plan implementation.

Directs and prioritizes intelligence information review and release programs to ensure accurate, timely, relevant and complete responses to public, executive, legislative, or judicial requests.

Drafts and advises on policy recommendations.

Establishes performance objectives and standards; assist contract subordinates in setting individual goals.

Identifies key issues and problems, including those resulting from unauthorized disclosure, inadvertent release, declassification, and the collective mosaic effect of release.

Leads ongoing evaluation of contract resources being applied to current programs to ensure efficiency and cost-effectiveness (e.g. monitors budget, staffing allocations).

Leverages the latest technology to meet business needs.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in contractor personnel selection and assignment process.

Performs other ad hoc duties as assigned.

Prepares explicit criteria and metrics for evaluating actual performance against plans.

Prepares position papers when EXDIR or DCI-level decisions are required.

Provides advice, guidance, and instruction to subordinates on information review and release information processes, policy interpretation, and workflow.

Provides guidance to and defends policy decisions on high profile, politically sensitive issues to senior and executive management and information review and release customers.

Provides key guidance to government prosecutors and judges with respect to classification equities.

Represents the inter- and intra- information review and release forums such as ISCAP and NSC committees.

Supervises and/or provides direction and guidance to contractor Information Review and Release Analysts and others performing related work within the work unit.

Knowledge, Skills, and Abilities

Considerable ability to work effectively as a team leader or team member; understands the differences in roles to build team cohesiveness, reaches consensus and achieves team goals; shares information, knowledge, and information with the team.

Excellent customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Excellent interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees.

Excellent problem solving skills, demonstrated by: identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option; and, suggesting a preferred course of action.

Leadership and supervisory skills, gained through previous assignments in formal and informal leadership roles.

Superior ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work; planning/scheduling own and unit's work so that work is completed on time.

Superior communication skills (oral and written), demonstrated by expressing ideas, explanations, and concepts in a manner appropriate for the audience (one-on-one, small groups, hearing and court proceedings, etc.) using a variety of formats (e-mail, counseling, briefing, written reports, etc.).

Thorough knowledge of a wide range of analytic methodologies and the ability to apply this knowledge to evaluate Freedom of Information Act and Privacy Act; EO 12958; and policy and procedures in matters of declassification.

Thorough knowledge of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policies and procedures governing the information review and release program, and implementing directives related to classification, control markings, and declassification.

Thorough knowledge of the organization structure and history, including mission and business functions.

Thorough negotiation, influencing, and conflict management skills demonstrated by addressing difficult issues at senior and inter- levels.

Thorough project leadership skills, demonstrated by planning and implementing information review and release plans and actions to address identified needs.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Tools

Desktop Computer

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Review and Release Manager - Developmental

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have demonstrated competency in human resource management, to include directing, mentoring, coaching, evaluating, and developing subordinate staff. Positions are expected to develop budget and resource strategies for IRR operations in the area of assignment and are held accountable for IRR program success and employee development. Positions require a comprehensive understanding of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policy and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions provide advice and guidance to senior and executive managers on a broad range of information review and release issues.

Short Summary:

Positions at this level have demonstrated competency in human resource management, to include directing, mentoring, coaching, evaluating, and developing subordinate staff. Positions are expected to develop budget and resource strategies for IRR operations in the area of assignment and are held accountable for IRR program success and employee development. Positions require a comprehensive understanding of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policy and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions provide advice and guidance to senior and executive managers on a broad range of information review and release issues.

Duties, Tasks, and Responsibilities

Advises management on issues, impacts, risks and options.

Advises management/customers on the implications of key policy decisions.

Advises management/customers/co-workers of how to implement policies and procedures.

Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; prepares or provides input to formal performance appraisals.

Develops effective resource management plans to accomplish mission goals or business objectives.

Develops goals/objectives for the information review and release program.

Develops long-range strategic plans to meet mission-critical priorities and accomplish work goals.

Develops strategic alliances with key contacts and senior-level officials.

Develops strategies to increase awareness of information review and release business practices and advocates it throughout the organization

Ensures daily information review and release activities and projects are accurately carried out by subordinates.

Establishes performance objectives and standards; assists subordinates in setting individual goals.

Manages day-to-day operations and resources within the area of assignment.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in personnel selection and assignment process.

Provides advice and guidance to senior and executive managers on a broad range of information review and release matters.

Provides advice, guidance, and instruction to subordinates on information review and release information processes, policy interpretation, and workflow.

Represents the organization as a member of various boards, task forces, and working groups related to information review and release, providing advice and guidance on matters that impact -wide information review and release plans, policies, and regulations, and reviewing the adequacy of information review and release management programs.

Supervises and/or provides direction and guidance to those performing related work within the office, group, branch, or program.

Supports budget formulation activities and monitors resources on a regular basis to ensure activities remain within budget.

Knowledge, Skills, and Abilities

Considerable ability to work effectively as a team leader or team member; understands the differences in roles to build team cohesiveness, reaches consensus and achieves team goals; shares information, knowledge, and information with the team.

Considerable knowledge of a wide range of analytic methodologies and the ability to apply this knowledge to evaluate matters related to Freedom of Information Act, Privacy Act, and Executive Order 12958, and policy and procedures.

Excellent customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Excellent interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees.

Excellent leadership and supervisory skills, gained through previous assignments in formal and informal leadership roles.

Excellent problem solving skills, demonstrated by identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option.

Highly effective negotiation skills, demonstrated by addressing difficult issues related to information review and release with office managers and organization officials.

Highly effective project leadership skills, demonstrated by planning and implementing information review and release plans and actions to address identified needs.

Superior ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work; planning/scheduling own and unit's work so that work is completed on time.

Superior communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (E-mail, counseling, briefing, written reports, etc.).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Review and Release Manager - Expert

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have demonstrated competency in human resource management, to include directing, mentoring, coaching, evaluating, and developing subordinate staff. Positions are expected to develop budget and resource strategies for IRR operations in the area of assignment and are held accountable for IRR program success and employee development. Positions require a comprehensive understanding of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policy and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions provide advice and guidance to senior and executive managers on a broad range of information review and release issues.

Short Summary:

Positions at this level have demonstrated competency in human resource management, to include directing, mentoring, coaching, evaluating, and developing subordinate staff. Positions are expected to develop budget and resource strategies for IRR operations in the area of assignment and are held accountable for IRR program success and employee development. Positions require a comprehensive understanding of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policy and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions provide advice and guidance to senior and executive managers on a broad range of information review and release issues.

Duties, Tasks, and Responsibilities

Advises management on issues, impacts, risks and options.

Advises management/customers on the implications of key policy decisions.

Advises management/customers/co-workers of how to implement policies and procedures.

Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; prepares or provides input to formal performance appraisals.

Develops effective resource management plans to accomplish mission goals or business objectives.

Develops goals/objectives for the information review and release program.

Develops long-range strategic plans to meet mission-critical priorities and accomplish work goals.

Develops strategic alliances with key contacts and senior-level officials.

Develops strategies to increase awareness of information review and release business practices and advocates it throughout the organization

Ensures daily information review and release activities and projects are accurately carried out by subordinates.

Establishes performance objectives and standards; assists subordinates in setting individual goals.

Manages day-to-day operations and resources within the area of assignment.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in personnel selection and assignment process.

Provides advice and guidance to senior and executive managers on a broad range of information review and release matters.

Provides advice, guidance, and instruction to subordinates on information review and release information processes, policy interpretation, and workflow.

Represents the organization as a member of various boards, task forces, and working groups related to information review and release, providing advice and guidance on matters that impact -wide information review and release plans, policies, and regulations, and reviewing the adequacy of information review and release management programs.

Supervises and/or provides direction and guidance to those performing related work within the office, group, branch, or program.

Supports budget formulation activities and monitors resources on a regular basis to ensure activities remain within budget.

Knowledge, Skills, and Abilities

Considerable ability to work effectively as a team leader or team member; understands the differences in roles to build team cohesiveness, reaches consensus and achieves team goals; shares information, knowledge, and information with the team.

Considerable knowledge of a wide range of analytic methodologies and the ability to apply this knowledge to evaluate matters related to Freedom of Information Act, Privacy Act, and Executive Order 12958, and policy and procedures.

Excellent customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Excellent interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees.

Excellent leadership and supervisory skills, gained through previous assignments in formal and informal leadership roles.

Excellent problem solving skills, demonstrated by identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option.

Highly effective negotiation skills, demonstrated by addressing difficult issues related to information review and release with office managers and organization officials.

Highly effective project leadership skills, demonstrated by planning and implementing information review and release plans and actions to address identified needs.

Superior ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work; planning/scheduling own and unit's work so that work is completed on time.

Superior communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (E-mail, counseling, briefing, written reports, etc.).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Review and Release Manager - Full Performance

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have demonstrated competency in human resource management, to include directing, mentoring, coaching, evaluating, and developing subordinate staff. Positions are expected to develop budget and resource strategies for IRR operations in the area of assignment and are held accountable for IRR program success and employee development. Positions require a comprehensive understanding of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policy and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions provide advice and guidance to senior and executive managers on a broad range of information review and release issues.

Short Summary:

Positions at this level have demonstrated competency in human resource management, to include directing, mentoring, coaching, evaluating, and developing subordinate staff. Positions are expected to develop budget and resource strategies for IRR operations in the area of assignment and are held accountable for IRR program success and employee development. Positions require a comprehensive understanding of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policy and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions provide advice and guidance to senior and executive managers on a broad range of information review and release issues.

Duties, Tasks, and Responsibilities

Advises management on issues, impacts, risks and options.

Advises management/customers on the implications of key policy decisions.

Advises management/customers/co-workers of how to implement policies and procedures.

Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; prepares or provides input to formal performance appraisals.

Develops effective resource management plans to accomplish mission goals or business objectives.

Develops goals/objectives for the information review and release program.

Develops long-range strategic plans to meet mission-critical priorities and accomplish work goals.

Develops strategic alliances with key contacts and senior-level officials.

Develops strategies to increase awareness of information review and release business practices and advocates it throughout the organization

Ensures daily information review and release activities and projects are accurately carried out by subordinates.

Establishes performance objectives and standards; assists subordinates in setting individual goals.

Manages day-to-day operations and resources within the area of assignment.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in personnel selection and assignment process.

Provides advice and guidance to senior and executive managers on a broad range of information review and release matters.

Provides advice, guidance, and instruction to subordinates on information review and release information processes, policy interpretation, and workflow.

Represents the organization as a member of various boards, task forces, and working groups related to information review and release, providing advice and guidance on matters that impact -wide information review and release plans, policies, and regulations, and reviewing the adequacy of information review and release management programs.

Supervises and/or provides direction and guidance to those performing related work within the office, group, branch, or program.

Supports budget formulation activities and monitors resources on a regular basis to ensure activities remain within budget.

Knowledge, Skills, and Abilities

Considerable ability to work effectively as a team leader or team member; understands the differences in roles to build team cohesiveness, reaches consensus and achieves team goals; shares information, knowledge, and information with the team.

Considerable knowledge of a wide range of analytic methodologies and the ability to apply this knowledge to evaluate matters related to Freedom of Information Act, Privacy Act, and Executive Order 12958, and policy and procedures.

Excellent customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Excellent interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees.

Excellent leadership and supervisory skills, gained through previous assignments in formal and informal leadership roles.

Excellent problem solving skills, demonstrated by identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option.

Highly effective negotiation skills, demonstrated by addressing difficult issues related to information review and release with office managers and organization officials.

Highly effective project leadership skills, demonstrated by planning and implementing information review and release plans and actions to address identified needs.

Superior ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work; planning/scheduling own and unit's work so that work is completed on time.

Superior communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (E-mail, counseling, briefing, written reports, etc.).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Review and Release Manager - Manager

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have demonstrated competency in human resource management, to include directing, mentoring, coaching, evaluating, and developing subordinate staff. Positions are expected to develop budget and resource strategies for IRR operations in the area of assignment and are held accountable for IRR program success and employee development. Positions require a comprehensive understanding of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policy and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions provide advice and guidance to senior and executive managers on a broad range of information review and release issues.

Short Summary:

Positions at this level have demonstrated competency in human resource management, to include directing, mentoring, coaching, evaluating, and developing subordinate staff. Positions are expected to develop budget and resource strategies for IRR operations in the area of assignment and are held accountable for IRR program success and employee development. Positions require a comprehensive understanding of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policy and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions provide advice and guidance to senior and executive managers on a broad range of information review and release issues.

Duties, Tasks, and Responsibilities

Advises management on issues, impacts, risks and options.

Advises management/customers on the implications of key policy decisions.

Advises management/customers/co-workers of how to implement policies and procedures.

Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; prepares or provides input to formal performance appraisals.

Develops effective resource management plans to accomplish mission goals or business objectives.

Develops goals/objectives for the information review and release program.

Develops long-range strategic plans to meet mission-critical priorities and accomplish work goals.

Develops strategic alliances with key contacts and senior-level officials.

Develops strategies to increase awareness of information review and release business practices and advocates it throughout the organization

Ensures daily information review and release activities and projects are accurately carried out by subordinates.

Establishes performance objectives and standards; assists subordinates in setting individual goals.

Manages day-to-day operations and resources within the area of assignment.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in personnel selection and assignment process.

Provides advice and guidance to senior and executive managers on a broad range of information review and release matters.

Provides advice, guidance, and instruction to subordinates on information review and release information processes, policy interpretation, and workflow.

Represents the organization as a member of various boards, task forces, and working groups related to information review and release, providing advice and guidance on matters that impact -wide information review and release plans, policies, and regulations, and reviewing the adequacy of information review and release management programs.

Supervises and/or provides direction and guidance to those performing related work within the office, group, branch, or program.

Supports budget formulation activities and monitors resources on a regular basis to ensure activities remain within budget.

Knowledge, Skills, and Abilities

Considerable ability to work effectively as a team leader or team member; understands the differences in roles to build team cohesiveness, reaches consensus and achieves team goals; shares information, knowledge, and information with the team.

Considerable knowledge of a wide range of analytic methodologies and the ability to apply this knowledge to evaluate matters related to Freedom of Information Act, Privacy Act, and Executive Order 12958, and policy and procedures.

Excellent customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Excellent interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees.

Excellent leadership and supervisory skills, gained through previous assignments in formal and informal leadership roles.

Excellent problem solving skills, demonstrated by identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option.

Highly effective negotiation skills, demonstrated by addressing difficult issues related to information review and release with office managers and organization officials.

Highly effective project leadership skills, demonstrated by planning and implementing information review and release plans and actions to address identified needs.

Superior ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work; planning/scheduling own and unit's work so that work is completed on time.

Superior communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (E-mail, counseling, briefing, written reports, etc.).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Review and Release Manager - Senior

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level have demonstrated competency in human resource management, to include directing, mentoring, coaching, evaluating, and developing subordinate staff. Positions are expected to develop budget and resource strategies for IRR operations in the area of assignment and are held accountable for IRR program success and employee development. Positions require a comprehensive understanding of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policy and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions provide advice and guidance to senior and executive managers on a broad range of information review and release issues.

Short Summary:

Positions at this level have demonstrated competency in human resource management, to include directing, mentoring, coaching, evaluating, and developing subordinate staff. Positions are expected to develop budget and resource strategies for IRR operations in the area of assignment and are held accountable for IRR program success and employee development. Positions require a comprehensive understanding of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policy and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions provide advice and guidance to senior and executive managers on a broad range of information review and release issues.

Duties, Tasks, and Responsibilities

Advises management on issues, impacts, risks and options.

Advises management/customers on the implications of key policy decisions.

Advises management/customers/co-workers of how to implement policies and procedures.

Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; prepares or provides input to formal performance appraisals.

Develops effective resource management plans to accomplish mission goals or business objectives.

Develops goals/objectives for the information review and release program.

Develops long-range strategic plans to meet mission-critical priorities and accomplish work goals.

Develops strategic alliances with key contacts and senior-level officials.

Develops strategies to increase awareness of information review and release business practices and advocates it throughout the organization

Ensures daily information review and release activities and projects are accurately carried out by subordinates.

Establishes performance objectives and standards; assists subordinates in setting individual goals.

Manages day-to-day operations and resources within the area of assignment.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in personnel selection and assignment process.

Provides advice and guidance to senior and executive managers on a broad range of information review and release matters.

Provides advice, guidance, and instruction to subordinates on information review and release information processes, policy interpretation, and workflow.

Represents the organization as a member of various boards, task forces, and working groups related to information review and release, providing advice and guidance on matters that impact -wide information review and release plans, policies, and regulations, and reviewing the adequacy of information review and release management programs.

Supervises and/or provides direction and guidance to those performing related work within the office, group, branch, or program.

Supports budget formulation activities and monitors resources on a regular basis to ensure activities remain within budget.

Knowledge, Skills, and Abilities

Considerable ability to work effectively as a team leader or team member; understands the differences in roles to build team cohesiveness, reaches consensus and achieves team goals; shares information, knowledge, and information with the team.

Considerable knowledge of a wide range of analytic methodologies and the ability to apply this knowledge to evaluate matters related to Freedom of Information Act, Privacy Act, and Executive Order 12958, and policy and procedures.

Excellent customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Excellent interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees.

Excellent leadership and supervisory skills, gained through previous assignments in formal and informal leadership roles.

Excellent problem solving skills, demonstrated by identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option.

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Superior communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (E-mail, counseling, briefing, written reports, etc.).

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General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Information Review and Release Manager - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Within the Information Review and Release (IRR) professional occupational specialty. Positions are located in the Office of the Chief Information Officer, Information Management Services. Positions at this level have demonstrated competency in human resource management, to include directing, mentoring, coaching, evaluating, and developing subordinate staff. Positions are expected to develop budget and resource strategies for IRR operations in the area of assignment and are held accountable for IRR program success and employee development. Positions require a comprehensive understanding of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policy and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions provide advice and guidance to senior and executive managers on a broad range of information review and release issues.

Short Summary:

Within the Information Review and Release (IRR) professional occupational specialty. Positions are located in the Office of the Chief Information Officer, Information Management Services. Positions at this level have demonstrated competency in human resource management, to include directing, mentoring, coaching, evaluating, and developing subordinate staff. Positions are expected to develop budget and resource strategies for IRR operations in the area of assignment and are held accountable for IRR program success and employee development. Positions require a comprehensive understanding of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policy and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions provide advice and guidance to senior and executive managers on a broad range of information review and release issues.

Duties, Tasks, and Responsibilities

Advises management on issues, impacts, risks and options.

Advises management/customers on the implications of key policy decisions.

Advises management/customers/co-workers of how to implement policies and procedures.

Assesses the performance and skills of subordinates; provides performance and developmental feedback on an ongoing basis; prepares or provides input to formal performance appraisals.

Develops effective resource management plans to accomplish mission goals or business objectives.

Develops goals/objectives for the information review and release program.

Develops long-range strategic plans to meet mission-critical priorities and accomplish work goals.

Develops strategic alliances with key contacts and senior-level officials.

Develops strategies to increase awareness of information review and release business practices and advocates it throughout the organization

Ensures daily information review and release activities and projects are accurately carried out by subordinates.

Establishes performance objectives and standards; assists subordinates in setting individual goals.

Manages day-to-day operations and resources within the area of assignment.

Oversees the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Participates in personnel selection and assignment process.

Provides advice and guidance to senior and executive managers on a broad range of information review and release matters.

Provides advice, guidance, and instruction to subordinates on information review and release information processes, policy interpretation, and workflow.

Represents the organization as a member of various boards, task forces, and working groups related to information review and release, providing advice and guidance on matters that impact -wide information review and release plans, policies, and regulations, and reviewing the adequacy of information review and release management programs.

Supervises and/or provides direction and guidance to those performing related work within the office, group, branch, or program.

Supports budget formulation activities and monitors resources on a regular basis to ensure activities remain within budget.

Knowledge, Skills, and Abilities

Considerable ability to work effectively as a team leader or team member; understands the differences in roles to build team cohesiveness, reaches consensus and achieves team goals; shares information, knowledge, and information with the team.

Considerable knowledge of a wide range of analytic methodologies and the ability to apply this knowledge to evaluate matters related to Freedom of Information Act, Privacy Act, and Executive Order 12958, and policy and procedures.

Excellent customer service skills, demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Excellent interpersonal skills, demonstrated by developing relationships and networks with directorate/office managers and employees.

Excellent leadership and supervisory skills, gained through previous assignments in formal and informal leadership roles.

Excellent problem solving skills, demonstrated by identifying the nature of the problem and its impact on the organization; conducting research and analysis to ensure understanding of the problem and desired outcomes prior to proposing solutions; identifying a range of options and providing impacts of each option.

Highly effective negotiation skills, demonstrated by addressing difficult issues related to information review and release with office managers and organization officials.

Highly effective project leadership skills, demonstrated by planning and implementing information review and release plans and actions to address identified needs.

Superior ability to manage competing priorities and work requirements by continuously evaluating the needs of the organization's mission against ongoing work; planning/scheduling own and unit's work so that work is completed on time.

Superior communication skills (oral and written) demonstrated by expressing ideas, explanations and concepts in a manner appropriate for the audience (one-on-one, small groups, etc.) using a variety of formats (E-mail, counseling, briefing, written reports, etc.).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Intel Educator - Subject Matter Expert

Skill Community: Human Resources

Labor Group: CIAU

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:

Long Summary:
This is subject-matter expert (SME) work within the Educator occupation. Incumbents provide cross-directorate, corporate training that is designed to instill the Agency's vision, mission, and values in officers at critical junctures throughout their careers or provide training that gives officers knowledge and skills essential to performing the Agency's mission. SME educators have deep subject-matter expertise in a field relative to the Agency's mission. In addition, they possess an in-depth knowledge of the Agency's mission, products, and customers.

Short Summary:
This is subject-matter expert (SME) work to provide cross-directorate, corporate training to give officers knowledge and skills essential to performing the Agency's mission. The position is responsible for delivering online and classroom-based training designed to instill the Agency's vision, mission, and values in officers at critical junctures throughout their careers or provide training that gives officers knowledge and skills essential to performing the Agency's mission; having facilitation and classroom management skills that—coupled with the SMEs deep subject-matter expertise and knowledge of the mission, products, and customers—will enable the SME to deliver instruction; developing new curricula or modifying existing programs or modules to reflect current developments in a field of scholarship relevant to the Agency mission.

Duties, Tasks, and Responsibilities

Coordinates training classes, including the scheduling of instructors, facilities, and materials.

- Monitors the scheduling and delivery of products/classes.
- Assists in the procurement of materials for delivery of training programs or activities.
- Updates course materials to reflect current developments in relevant subject matters; consults with senior instructors to determine appropriate teaching techniques and documentation.
- Provides guidance on modifying activities and procedures depending on the dynamics of each class; uses individual differences to enrich the classroom environment (for example, instructor teams and class participants).
- With the help of a professional instructional designer, creates training experiences that contain relevant subject-matter expertise, incorporates a variety of instructional techniques appropriate for adult learners, and has measurable learning objectives.

Designs and delivers training to address gaps in skill or knowledge.

- Serves as a primary substantive resource and authority in at least one area of special emphasis for the IC (e.g., WMD, leadership, or tradecraft) or in adult education instruction (e.g., needs analysis, assessment, or instructional technology).
- Tailors instructional systems design processes and provides solutions-based approaches in training to meet performance needs of Agency and IC officers worldwide.
- Uses computer software, Internet, and other enterprise-wide tools for research, course development, and course delivery.
- Uses enterprise-wide toolset for computer-mediated training.
- Manages and organizes online content so that students can easily retrieve it later.
- Conducts and/or leads needs and task analyses using a variety of techniques, including quantitative and qualitative methods.
- Partners with customers to ensure program quality and relevance.
- Applies a variety of presentation and elicitation techniques to deliver a course, or segments of a course; processes classroom experiences to ensure that learning points are made and students are able to apply the learning to the job.

Maintains professional skills and subject-matter expertise through continual study and research and through involvement in professional organizations; has network of contacts that facilitates the identification of relevant expertise internal or external to the Agency.

- Initiates and broadens liaison relationships with professional or academic organizations to remain current in specific expertise and with industry best practices.
- Serves as a senior representative at internal events or other relevant events and displays an understanding of the Agency's strategic mission and CIA University's mission, vision, and objectives.

Knowledge, Skills, and Abilities

Ability to become familiar with current Agency priorities, programs, and issues in order to adapt training programs to reflect changes in Agency mission, structure, regulations, or processes.

Ability to work independently and as part of a team.

Analytic and problem-solving skills; demonstrated ability to apply structured analysis methods to various types of data to establish trends, determine variability, and diagnose the affect on training curricula.

Deep subject-matter expertise in a field relevant to the Agency mission.

Excellent oral, written, and interpersonal communication skills.

Outstanding facilitation skills to manage group processes and elicit student participation.

Working knowledge of project management concepts and principles.

Minimum Education

Bachelor's degree in subject-matter field relevant to the Agency or advanced degree in education-related field.

Minimum Experience

Extensive experience in adult learning and/or in performing one or more core functions (analysis, operations/tradecraft, WMD, leadership, technical collection, or support) and broad understanding of Agency structure and mission.

Technology

May include the use of computer-mediated teaching and learning tools (or the use of Smart Boards).

Work Environment

Work is primarily performed in an instructional setting as well as in an office environment. Some work requires off-site/residential training. Some overseas travel may be required.

Supervision Received and Given

Received: Works with general guidance and oversight provided by the Directors or Deputy Director of Agency University schools or their department heads.

Given: None.

Intel Educator - Full Performance

Skill Community: Human Resources

Labor Group: CIAU

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:

Long Summary:
This is full-performance-level work within the Educational occupation. Incumbents work independently, and in accordance with prescribed course direction, to provide cross-directorate, corporate training that is designed to instill the Agency's vision, mission, and values in officers at critical junctures throughout their careers or provide training that gives officers knowledge and skills essential to performing the Agency's mission. Full-performance educators have subject-matter expertise and should be knowledgeable of the Agency's mission, products, and customers. Incumbents have analytic and communication skills that are used to conduct training needs assessments develop learning objectives and course/program documentation, deliver instruction that elicits student participation and mastery of learning objectives, and review post-course evaluations. Full-performance educators use program-management skills to ensure the smooth delivery of classroom and computer-mediated instructional programs or the development of learning experiences by a project team. The proportion of time spent on curriculum design versus classroom or in-person delivery will vary with the duties of the position.

Short Summary:

This is full-performance Intelligence Educator work to provide cross-directorate, corporate training to give officers knowledge and skills essential to performing the Agency's mission. Some travel to domestic and foreign field locations may be required. The position is responsible for providing cross-directorate, corporate training to give officers knowledge and skills essential to performing the Agency's mission.

Duties, Tasks, and Responsibilities

Conducts evaluations to determine strengths and problem areas of a course; periodically reviews established curricula and recommends and develops appropriate changes for continuous improvement, if necessary.

- Designs and uses Level 2 assessments in courses.
- Reviews course exercises for content and correctness.
- Develops evaluation strategies for continuous improvement.

Coordinates training classes, including the scheduling of instructors, facilities, and materials.
- Schedules events to meet organizational requirements, including time, location, and instructor.
- Coordinates with other agencies on student attendance, out-of-building exercises, and site visits.
- Coordinates logistical requirements with appropriate personnel and maintains class rosters, to include manipulating additions, substitutions, and deletions, and determining appropriate student credit.

Delivers training using a variety of instructional strategies and presentation and elicitation techniques to engage students in the learning process; facilitates group activities and uses various classroom management techniques to ensure the needs of a diverse student population are met.

- Identifies relevant training materials for use in class; incorporates adult learning principles into learning activities.
- Uses computer software, Internet, and other enterprise-wide tools for research, course development, and course delivery.
- Manages classroom to maintain positive learning environment; encourages the expression of different opinions.
- Modifies activities and procedures depending on the dynamics of each class; uses individual differences to enrich the learning environment (for example, instructor teams and class participants).
- Instructs personnel by conducting learning courses, workshops, and seminars.
- Uses enterprise-wide toolset for computer-mediated learning.

Develops course documentation—lesson plans, handouts, instructor notes—and assists in designing evaluation instruments to assess the knowledge and skills acquired by participants.

- Designs instructional materials for instructor and student use, including visuals, handouts, flipcharts, and reference guides.
- Monitors student performance and customer satisfaction and adjusts the learning experience and related course material based on feedback.
- Redesigns program or course based on results of pilot, beta test, or evaluations.
- Produces training and documentation plan.
- Prepares all instructor materials (e.g., course outline, background material, and training aids).
- Prepares all student materials (e.g., course manuals, workbooks, handouts, completion certificates, and course critique forms).

In coordination with Agency personnel, conceptualizes, plans, and conducts needs assessments to respond to Agency and IC mission priorities; develops and executes organizational and employee data using a variety of techniques; analyzes needs assessment data and determines its significance and usefulness in training.

- Determines methodologies to diagnose and address problems, and designs instruments and procedures for determining learner and/or organizational needs.
- Performs appropriate information gathering interventions (e.g. in-depth interviews, focus groups, etc.).
- Identifies issues and develops learning approaches.
- Works with training experts from other organizations who assist in designing and developing courses.
- Applies adult learning theory in formulating recommendations derived from needs data.
- Keeps abreast of organizational climate and mission changes and is keenly sensitive to customer needs and concerns.
- Performs analysis of technical needs/requirements and is knowledgeable of learning infrastructure and capabilities.
- Identifies training and documentation requirements.

In coordination with Agency personnel, designs classroom and online learning experiences that reflect knowledge of adult education principles and appropriate subject-matter expertise, incorporates a variety of instructional strategies, and has measurable learning objectives.

- Applies new concepts and approaches to design and implements learning programs that address current and future mission and business needs.
- Writes learning objectives for courses and programs based on needs assessment.
Develops strategies for including technological solutions in training experiences, where appropriate.
- Updates skills and knowledge to stay current with professional and technological developments by attending classes and conferences or reading journals.
- Searches databases and other sources to gather subject-matter information and to maintain technological currency.
- Maintains network of contacts that facilitates the identification of relevant expertise internal or external to the Agency.
- Assembles content and technical teams for large-scale course design.
- Uses project-management skills to ensure deadlines are met and deliverables are satisfactory.

Knowledge, Skills, and Abilities

Ability to become familiar with current Agency priorities, programs, and issues in order to adapt training programs to reflect changes in Agency mission, structure, regulations, or processes.

Ability to work independently and as part of a team.

Analytic and problem-solving skills; demonstrated ability to apply structured analysis methods to various types of data to establish trends, determine variability, and diagnose the affect on training curricula.

Basic knowledge of project-management concepts and principles.

Excellent oral, written, and interpersonal communication skills.

Knowledge of adult education and instructional design principles, evaluation levels, and methodologies; knowledge of instructional technology and distance/on-line learning, to include multimedia, web design, and Web 2.0 tools in support of teaching and learning.

Project management skills demonstrated by planning and implementing training solutions in response to customer needs; administering project budgets; and planning timing and delivery with appropriate contingencies.

Subject-matter expertise in a field relevant training area.

Well-developed facilitation skills to manage group processes and elicit student participation.

Minimum Education

Advanced degree in education-related field. Bachelor's degree in a subject matter relevant to the Agency and experience in adult education may be substituted for the advanced degree in education-related field.

Minimum Experience

Three years of progressively responsible experience in adult learning.

Technology

May include the use of computer-mediated teaching and learning tools (or the use of Smart Boards).

Work Environment

Work is primarily performed in an instructional setting as well as in an office environment. Some work requires off-site/residential training. Some overseas travel may be required.

Supervision Received and Given

Received: Works independently; receives broad lateral guidance from a Senior Educator or other Office-level manager.

Given: None.

Intel Educator - Senior

Skill Community: Human Resources

Labor Group: CIAU

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:

Long Summary:
This is senior-level work within the Educational occupation. Positions are located in the Agency University. Incumbents work independently to provide cross-directorate, corporate training that is designed to instill the Agency's vision, mission, and values in officers at critical junctures throughout their careers or provide training that gives officers knowledge and skills essential to performing the Agency's mission. Senior-level educators have advanced course design and/or subject-matter expertise and should have in-depth knowledge of the Agency's mission, products, and customer. Incumbents have advanced analytic, communication, conceptualization, and teamwork skills that are used to conduct training needs assessments, develop learning objectives and course/program documentation, deliver instruction that elicits student participation and mastery of learning objectives, and review post-course evaluations. Senior-level educators use program-management skills to ensure the smooth delivery of classroom and computer-mediated instructional programs or the development of learning experiences by a project team. The proportion of time spent on curriculum design versus classroom or in-person delivery will vary with the duties of the position.

Short Summary:

This is senior Intelligence Educator work to provide cross-directorate, corporate training to give officers knowledge and skills essential to performing the Agency's mission. Some travel to domestic and foreign field locations may be required. The position is responsible for delivering online, blended, and classroom-based training; conducting training needs assessments; developing and managing courses/programs, delivering instruction, and evaluating course effectiveness.

Duties, Tasks, and Responsibilities

Conducts Level Three evaluations to determine strengths and problem areas of a course; periodically reviews established curricula and recommends and develops appropriate changes for continuous improvement, if necessary.

- Reviews course exercises for content and correctness and use in Level Two evaluations.
- Creates and implements Level Three evaluation plans in consultation with the client/customer.
- Designs measurement strategies and analyzes evaluation data and results.

Coordinates training classes, including the scheduling of instructors, facilities, and materials.

- Schedules events to meet organizational requirements, including time, location, and instructor.
- Coordinates with other agencies on student attendance, out-of-building exercises, and site visits.
- Coordinates logistical requirements with appropriate personnel and maintains class rosters, to include manipulating additions, substitutions, and deletions, and determining appropriate student credit.

Delivers training using a variety of instructional strategies and presentation and elicitation techniques to engage students in the learning process; facilitates group activities and uses various classroom management techniques to ensure the needs of a diverse student population are met.

- Identifies relevant training materials for use in class; incorporates adult learning principles into learning activities.
- Uses computer software, Internet, and other enterprise-wide tools for research, course development, and course delivery.
- Manages classroom to maintain positive learning environment; encourages the expression of different opinions.
- Modifies activities and procedures depending on the dynamics of each class; uses individual differences to enrich the learning environment (for example, instructor teams and class participants).
- Instructs personnel by conducting courses, workshops, and seminars.
- Uses enterprise-wide toolset for computer-mediated learning.
- Manages and organizes online content so that students can easily retrieve it later.

Develops course documentation—lesson plans, handouts, instructor notes—and designs evaluation instruments to assess the knowledge and skills acquired by participants.

- Consults and collaborates with client and SMEs on content development.
- Designs and develops instructional materials for instructor and student use, including visuals, handouts, flipcharts, and reference guides.
- Monitors student performance and customer satisfaction and adjusts the learning experience and related course material based on feedback.
- Redesigns programs or curricula based on results of pilot, beta test, or evaluations.
- Produces training and documentation plan.
- Prepares all instructor materials (e.g., course outline, background material, and training aids).
- Prepares all student materials (e.g., course manuals, workbooks, handouts, completion
- Certificates and course critique forms).

In coordination with Agency personnel, conceptualizes, plans, and conducts needs assessments to respond to Agency and IC mission priorities; develops and executes organizational and employee data using a variety of techniques; analyzes needs-assessment data and determines its significance and usefulness in training. Also may serve as a project lead.

- Oversees methodologies to diagnose and address problems and designs instruments and procedures for determining student and/or organizational needs.
- Performs appropriate information-gathering interventions (e.g. in-depth interviews, focus groups, etc.).
- Applies qualitative and quantitative methods to analyze data, identify issues, and develop learning approaches.
- Works with training experts from other organizations who assist in developing courses.
- Applies adult learning theory in formulating recommendations derived from needs data.
- Keeps abreast of organizational climate and mission changes.
- Performs analysis of technical needs/requirements and is knowledgeable of learning infrastructure and capabilities.
- Provides expert advice about organizational development, performance effectiveness, and team development strategies.
- Identifies training and documentation requirements.

In coordination with Agency personnel, designs training experiences for both classroom and online learning experiences that reflect knowledge of adult education principles and appropriate subject-matter expertise, incorporates a variety of instructional strategies, and has measurable learning objectives.

- Designs instruction for a Learning Content management system.
- Develops concepts and approaches to design and implements learning programs that address current and future mission and business needs.
- Writes learning objectives for courses and programs based on needs assessment.
- Develops strategies for including technological solutions in training experiences, where appropriate.
- Updates skills and knowledge to stay current with professional and technological developments by attending classes and conferences or reading journals.
- Searches databases and other sources to gather subject-matter information and to maintain technological currency.
- Maintains network of contacts that facilitates the identification of relevant expertise internal or external to the Agency.
- Leads content and technical teams for complex course or large-scale curriculum design; defines requirements and scopes effort.
- Uses advanced project-management skills to ensure deadlines are met and deliverables are satisfactory.

Participates in instructional certification programs as either an observer or evaluator; acts as a resource to less experienced educators.

- Teaches instructor programs to include course design and evaluation. Provides guidance to less experienced colleagues on organization policies and procedures.

Knowledge, Skills, and Abilities

Ability to conceptualize the planning, implementation, and evaluation of a training program.

Ability to network, develop partnerships, and work effectively with Agency, private industry, academic, and IC officials.

Ability to obtain considerable knowledge of current Agency priorities, programs, and issues in order to adapt training programs to reflect changes in Agency mission, structure, regulations, or processes.

Ability to organize and lead project or work teams.

Ability to work independently and as part of a team.

Considerable knowledge in the application of project-management concepts and principles.

Current subject-matter expertise in a field relevant to the training area.

Excellent analytic and problem-solving skills; demonstrated ability to apply structured analysis methods to various types of data to establish trends, determine variability, and diagnose the affect on training curricula.

Excellent oral, written, and interpersonal communication skills.

Extensive knowledge of professional and technological developments in field of expertise.

Project-management skills demonstrated by planning and implementing training solutions in response to customer needs; administering project budgets; and planning timing and delivery with appropriate contingencies.

Thorough knowledge of adult education and instructional design principles, evaluation levels, and methodologies; knowledge of instructional technology and distance/on-line learning, to include multimedia, web design, and Web 2.0 tools in support of teaching and learning.

Well-developed facilitation skills to manage group processes and elicit student participation.

Minimum Education

Advanced degree in education-related field. Bachelor's degree in a subject matter relevant to the Agency and experience in adult education may be substituted for the advanced degree in education-related field.

Minimum Experience

Extensive experience in adult learning.

Technology

May include the use of computer-mediated teaching and online learning tools (or the use of Smart Boards).

Work Environment

Work is primarily performed in an instructional setting as well as in an office environment. Some work requires off-site/residential training. Some overseas travel may be required.

Supervision Received and Given

Received: Works independently, receives broad lateral guidance from an Educator Program Manager or Office-level manager.

Given: None.

IT Equipment Specialist - Developmental

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 10/3/2012

Standard Occupational Code:
 [15-1190] Miscellaneous Computer Occupations
 [15-1190] Miscellaneous Computer Occupations

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions are located within the Office of the Chief Information Officer and work under limited supervision. Duties include supervising personnel who monitor and maintain computer equipment; maintaining a quality data center environment; planning and executing the branch's budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.

Short Summary:

Positions are located within the Office of the Chief Information Officer and work under limited supervision. Duties include supervising personnel who monitor and maintain computer equipment; maintaining a quality data center environment; planning and executing the branch's budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.

Duties, Tasks, and Responsibilities

Approves major enhancements or changes to the data center baseline.

Briefs application customers on services provided.

Conducts a weekly schedule review.

Coordinates the requirements across division service providers where necessary.

Determines the annual funding requirements for the branch (Contract labor, hardware maintenance, software licensing and data center supplies.

Ensures activities are on the branch schedule.

Ensures contract staff activities are consistent with acceptable data center practices.

Ensures contract staff provides excellent customer service and supports the Service Level Agreement.

Ensures products to be installed are on the Approved Products list.   Plans and executes the branch's budget and oversees activities within the branch.

Ensures schedules updates are included in the master division, group and office schedules.

Meets with vendors on issues with products or service.

Meets with vendors to ensure product support procedures are established and followed.

Provides briefings on project status and plans to division and group management and customers.

Provides guidance, evaluations and feedback for employees
Responsible for maintaining a quality data center environment for all equipment functioning in the center.

Provides information on product maintenance costs, provides input internal customers with annual price information.

Provides information to create customer assessments, for hardware maintenance, provided customers annually by the CIO.

Provides input to determine how services will be provided and funded.

Provides input to determine the services to be provided by the infrastructure specialists.

Requests the obligation of funds to cover expenses.

Reviews requirements with customer for clarity and completeness.

Sets priorities for the branch's work.

Submits 'unfunded' requests for anticipated shortfalls.
Coordinates the installation schedule for equipment within the division and with customers.

Knowledge, Skills, and Abilities

Ability to provide excellent customer service.

Excellent communication skills and ability to communicate technical information clearly.

In-depth knowledge of data center technology including electrical power, air conditioning, access controls, camera monitoring, and floor planning.

In-depth technical knowledge of the various hardware components supporting NT, UNIX and s/390 platforms.

Working knowledge of CWE supported applications (Word, Excel, Powerpoint and Project).

Working knowledge of ISI applications (Charts, SRS and Premis).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

IT Equipment Specialist - Expert

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions are located within the Office of the Chief Information Officer and work under limited supervision. Duties include supervising personnel who monitor and maintain computer equipment; maintaining a quality data center environment; planning and executing the branch's budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.

Short Summary:
Positions are located within the Office of the Chief Information Officer and work under limited supervision. Duties include supervising personnel who monitor and maintain computer equipment; maintaining a quality data center environment; planning and executing the branch's budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.

Duties, Tasks, and Responsibilities

Approves major enhancements or changes to the data center baseline.

Briefs application customers on services provided.

Conducts a weekly schedule review.

Coordinates the requirements across division service providers where necessary.

Determines the annual funding requirements for the branch (Contract labor, hardware maintenance, software licensing and data center supplies.

Ensures activities are on the branch schedule.

Ensures contract staff activities are consistent with acceptable data center practices.

Ensures contract staff provides excellent customer service and supports the Service Level Agreement.

Ensures products to be installed are on the Approved Products list. Plans and executes the branch's budget and oversees activities within the branch.

Ensures schedules updates are included in the master division, group and office schedules.

Meets with vendors on issues with products or service.

Meets with vendors to ensure product support procedures are established and followed.

Provides briefings on project status and plans to division and group management and customers.

Provides guidance, evaluations and feedback for employees
Responsible for maintaining a quality data center environment for all equipment functioning in the center.

Provides information on product maintenance costs, provides input internal customers with annual price information.

Provides information to create customer assessments, for hardware maintenance, provided customers annually by the CIO.

Provides input to determine how services will be provided and funded.

Provides input to determine the services to be provided by the infrastructure specialists.

Requests the obligation of funds to cover expenses.

Reviews requirements with customer for clarity and completeness.

Sets priorities for the branch's work.

Submits 'unfunded' requests for anticipated shortfalls.
Coordinates the installation schedule for equipment within the division and with customers.

Knowledge, Skills, and Abilities

Ability to provide excellent customer service.

Excellent communication skills and ability to communicate technical information clearly.

In-depth knowledge of data center technology including electrical power, air conditioning, access controls, camera monitoring, and floor planning.

In-depth technical knowledge of the various hardware components supporting NT, UNIX and s/390 platforms.

Working knowledge of CWE supported applications (Word, Excel, Powerpoint and Project).

Working knowledge of ISI applications (Charts, SRS and Premis).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

IT Equipment Specialist - Full Performance

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions are located within the Office of the Chief Information Officer and work under limited supervision. Duties include supervising personnel who monitor and maintain computer equipment; maintaining a quality data center environment; planning and executing the branch's budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.

Short Summary:
Positions are located within the Office of the Chief Information Officer and work under limited supervision. Duties include supervising personnel who monitor and maintain computer equipment; maintaining a quality data center environment; planning and executing the branch's budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.

Duties, Tasks, and Responsibilities

Approves major enhancements or changes to the data center baseline.

Briefs application customers on services provided.

Conducts a weekly schedule review.

Coordinates the requirements across division service providers where necessary.

Determines the annual funding requirements for the branch (Contract labor, hardware maintenance, software licensing and data center supplies.

Ensures activities are on the branch schedule.

Ensures contract staff activities are consistent with acceptable data center practices.

Ensures contract staff provides excellent customer service and supports the Service Level Agreement.

Ensures products to be installed are on the Approved Products list.   Plans and executes the branch's budget and oversees activities within the branch.

Ensures schedules updates are included in the master division, group and office schedules.

Meets with vendors on issues with products or service.

Meets with vendors to ensure product support procedures are established and followed.

Provides briefings on project status and plans to division and group management   and customers.

Provides guidance, evaluations and feedback for employees
Responsible for maintaining a quality data center environment for all equipment functioning in the center.

Provides information on product maintenance costs, provides input internal customers with annual price information.

Provides information to create customer assessments, for hardware maintenance, provided customers annually by the CIO.

Provides input to determine how services will be provided and funded.

Provides input to determine the services to be provided by the infrastructure specialists.

Requests the obligation of funds to cover expenses.

Reviews requirements with customer for clarity and completeness.

Sets priorities for the branch's work.

Submits 'unfunded' requests for anticipated shortfalls.
Coordinates the installation schedule for equipment within the division and with customers.

Knowledge, Skills, and Abilities

Ability to provide excellent customer service.

Excellent communication skills and ability to communicate technical information clearly.

In-depth knowledge of data center technology including electrical power, air conditioning, access controls, camera monitoring, and floor planning.

In-depth technical knowledge of the various hardware components supporting NT, UNIX and s/390 platforms.

Working knowledge of CWE supported applications (Word, Excel, Powerpoint and Project).

Working knowledge of ISI applications (Charts, SRS and Premis).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

IT Equipment Specialist - Manager

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions are located within the Office of the Chief Information Officer and work under limited supervision. Duties include supervising personnel who monitor and maintain computer equipment; maintaining a quality data center environment; planning and executing the branch's budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.

Short Summary:
Positions are located within the Office of the Chief Information Officer and work under limited supervision. Duties include supervising personnel who monitor and maintain computer equipment; maintaining a quality data center environment; planning and executing the branch's budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.

Duties, Tasks, and Responsibilities

Approves major enhancements or changes to the data center baseline.

Briefs application customers on services provided.

Conducts a weekly schedule review.

Coordinates the requirements across division service providers where necessary.

Determines the annual funding requirements for the branch (Contract labor, hardware maintenance, software licensing and data center supplies.

Ensures activities are on the branch schedule.

Ensures contract staff activities are consistent with acceptable data center practices.

Ensures contract staff provides excellent customer service and supports the Service Level Agreement.

Ensures products to be installed are on the Approved Products list.   Plans and executes the branch's budget and oversees activities within the branch.

Ensures schedules updates are included in the master division, group and office schedules.

Meets with vendors on issues with products or service.

Meets with vendors to ensure product support procedures are established and followed.

Provides briefings on project status and plans to division and group management   and customers.

Provides guidance, evaluations and feedback for employees
Responsible for maintaining a quality data center environment for all equipment functioning in the center.

Provides information on product maintenance costs, provides input internal customers with annual price information.

Provides information to create customer assessments, for hardware maintenance, provided customers annually by the CIO.

Provides input to determine how services will be provided and funded.

Provides input to determine the services to be provided by the infrastructure specialists.

Requests the obligation of funds to cover expenses.

Reviews requirements with customer for clarity and completeness.

Sets priorities for the branch's work.

Submits 'unfunded' requests for anticipated shortfalls.
Coordinates the installation schedule for equipment within the division and with customers.

Knowledge, Skills, and Abilities

Ability to provide excellent customer service.

Excellent communication skills and ability to communicate technical information clearly.

In-depth knowledge of data center technology including electrical power, air conditioning, access controls, camera monitoring, and floor planning.

In-depth technical knowledge of the various hardware components supporting NT, UNIX and s/390 platforms.

Working knowledge of CWE supported applications (Word, Excel, Powerpoint and Project).

Working knowledge of ISI applications (Charts, SRS and Premis).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

IT Equipment Specialist - Senior

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions are located within the Office of the Chief Information Officer and work under limited supervision. Duties include supervising personnel who monitor and maintain computer equipment; maintaining a quality data center environment; planning and executing the branch's budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.

Short Summary:
Positions are located within the Office of the Chief Information Officer and work under limited supervision. Duties include supervising personnel who monitor and maintain computer equipment; maintaining a quality data center environment; planning and executing the branch's budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.

Duties, Tasks, and Responsibilities

Approves major enhancements or changes to the data center baseline.

Briefs application customers on services provided.

Conducts a weekly schedule review.

Coordinates the requirements across division service providers where necessary.

Determines the annual funding requirements for the branch (Contract labor, hardware maintenance, software licensing and data center supplies.

Ensures activities are on the branch schedule.

Ensures contract staff activities are consistent with acceptable data center practices.

Ensures contract staff provides excellent customer service and supports the Service Level Agreement.

Ensures products to be installed are on the Approved Products list.   Plans and executes the branch's budget and oversees activities within the branch.

Ensures schedules updates are included in the master division, group and office schedules.

Meets with vendors on issues with products or service.

Meets with vendors to ensure product support procedures are established and followed.

Provides briefings on project status and plans to division and group management   and customers.

Provides guidance, evaluations and feedback for employees
Responsible for maintaining a quality data center environment for all equipment functioning in the center.

Provides information on product maintenance costs, provides input internal customers with annual price information.

Provides information to create customer assessments, for hardware maintenance, provided customers annually by the CIO.

Provides input to determine how services will be provided and funded.

Provides input to determine the services to be provided by the infrastructure specialists.

Requests the obligation of funds to cover expenses.

Reviews requirements with customer for clarity and completeness.

Sets priorities for the branch's work.

Submits 'unfunded' requests for anticipated shortfalls.
Coordinates the installation schedule for equipment within the division and with customers.

Knowledge, Skills, and Abilities

Ability to provide excellent customer service.

Excellent communication skills and ability to communicate technical information clearly.

In-depth knowledge of data center technology including electrical power, air conditioning, access controls, camera monitoring, and floor planning.

In-depth technical knowledge of the various hardware components supporting NT, UNIX and s/390 platforms.

Working knowledge of CWE supported applications (Word, Excel, Powerpoint and Project).

Working knowledge of ISI applications (Charts, SRS and Premis).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

IT Equipment Specialist - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 7/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions are located within the Office of the Chief Information Officer and work under limited supervision. Duties include supervising personnel who monitor and maintain computer equipment; maintaining a quality data center environment; planning and executing the branch's budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.

Short Summary:
Positions are located within the Office of the Chief Information Officer and work under limited supervision. Duties include supervising personnel who monitor and maintain computer equipment; maintaining a quality data center environment; planning and executing the branch's budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.

Duties, Tasks, and Responsibilities

Approves major enhancements or changes to the data center baseline.

Briefs application customers on services provided.

Conducts a weekly schedule review.

Coordinates the requirements across division service providers where necessary.

Determines the annual funding requirements for the branch (Contract labor, hardware maintenance, software licensing and data center supplies.

Ensures activities are on the branch schedule.

Ensures contract staff activities are consistent with acceptable data center practices.

Ensures contract staff provides excellent customer service and supports the Service Level Agreement.

Ensures products to be installed are on the Approved Products list. Plans and executes the branch's budget and oversees activities within the branch.

Ensures schedules updates are included in the master division, group and office schedules.

Meets with vendors on issues with products or service.

Meets with vendors to ensure product support procedures are established and followed.

Provides briefings on project status and plans to division and group management and customers.

Provides guidance, evaluations and feedback for employees
Responsible for maintaining a quality data center environment for all equipment functioning in the center.

Provides information on product maintenance costs, provides input internal customers with annual price information.

Provides information to create customer assessments, for hardware maintenance, provided customers annually by the CIO.

Provides input to determine how services will be provided and funded.

Provides input to determine the services to be provided by the infrastructure specialists.

Requests the obligation of funds to cover expenses.

Reviews requirements with customer for clarity and completeness.

Sets priorities for the branch's work.

Submits 'unfunded' requests for anticipated shortfalls.
Coordinates the installation schedule for equipment within the division and with customers.

Knowledge, Skills, and Abilities

Ability to provide excellent customer service.

Excellent communication skills and ability to communicate technical information clearly.

In-depth knowledge of data center technology including electrical power, air conditioning, access controls, camera monitoring, and floor planning.

In-depth technical knowledge of the various hardware components supporting NT, UNIX and s/390 platforms.

Working knowledge of CWE supported applications (Word, Excel, Powerpoint and Project).

Working knowledge of ISI applications (Charts, SRS and Premis).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, and carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

IT Program Manager - Developmental

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 11/3/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

Provide management of contract personnel and ensure high-quality and acceptable task completion and deliverables within their contract in compliance with the SOW. Provide frequent periodic reports on the status of the contractor staffing.

They are the point of contact for non-routine to moderately complex installation projects for communication networks. They are accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion. They coordinate activities in support of program managers and teams that support the provisioning, design, installation, maintenance, and billing of services. They track and monitor service orders through completion and turn-up, and prepare deliverables (e.g., status reports to Government, order information, open issues).

Short Summary:
Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

Duties, Tasks, and Responsibilities

Analyze the computer and information needs of their organizations from an operational and strategic perspective and determine immediate and long-range personnel and equipment requirements.

Assign and review the work of systems analysts, programmers, and other computer-related workers.

Consult and coordinate with the appropriate Task Manager for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.

Consult with users, management, vendors, and technicians to assess computing needs and system requirements.

Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.

Direct daily operations of department by: analyzing workflow, establishing priorities, developing standards and setting deadlines.

Direct the work of systems analysts, computer programmers, support specialists, and other computer-related workers.

Ensure that Contractor tasks are completed within the deadlines, tasking guidance from the Government is clear and unambiguous, contract personnel are qualified to perform the tasks, and potential personnel problems are pre-empted.

Establish and implement streamlined processes and procedures enabling the Contractor to rapidly respond to surge requirements for increased contract personnel. Assure SLA requirements are met.

Plan and coordinate activities such as installation and upgrading of hardware and software, programming and systems design, development of computer networks, and implementation of Internet and intranet sites. They are increasingly involved with the upkeep, maintenance, and security of networks.

Review and approve all systems charts and programs prior to their implementation.

Stay abreast of advances in technology.

Knowledge, Skills, and Abilities

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

Development environment software — Borland Delphi; C; Microsoft .NET Framework; Microsoft Visual Basic

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Web platform development software — Dynamic hypertext markup language DHTML; Hypertext markup language HTML; JavaScript; Scripting languages

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

IT Program Manager - Expert

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 11/3/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

Provide management of contract personnel and ensure high quality and acceptable task completion and deliverables within their contract in compliance with the SOW. Provide frequent periodic reports on the status of the contractor staffing.

They are the point of contact for non-routine to moderately complex installation projects for communication networks. They are accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion. They coordinate activities in support of program managers and teams that support the provisioning, design, installation, maintenance, and billing of services. They track and monitor service orders through completion and turn-up, and prepare deliverables (e.g., status reports to Government, order information, open issues).

Short Summary:

Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

Duties, Tasks, and Responsibilities

Analyze the computer and information needs of their organizations from an operational and strategic perspective and determine immediate and long-range personnel and equipment requirements.

Assign and review the work of systems analysts, programmers, and other computer-related workers.

Consult and coordinate with the appropriate Task Manager for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.

Consult with users, management, vendors, and technicians to assess computing needs and system requirements.

Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.

Direct daily operations of department by: analyzing workflow, establishing priorities, developing standards and setting deadlines.

Direct the work of systems analysts, computer programmers, support specialists, and other computer-related workers.

Ensure that Contractor tasks are completed within the deadlines, tasking guidance from the Government is clear and unambiguous, contract personnel are qualified to perform the tasks, and potential personnel problems are pre-empted.

Establish and implement streamlined processes and procedures enabling the Contractor to rapidly respond to surge requirements for increased contract personnel. Assure SLA requirements are met.

Plan and coordinate activities such as installation and upgrading of hardware and software, programming and systems design, development of computer networks, and implementation of Internet and intranet sites. They are increasingly involved with the upkeep, maintenance, and security of networks.

Review and approve all systems charts and programs prior to their implementation.

Stay abreast of advances in technology.

Knowledge, Skills, and Abilities

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

Development environment software — Borland Delphi; C; Microsoft .NET Framework; Microsoft Visual Basic

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Web platform development software — Dynamic hypertext markup language DHTML; Hypertext markup language HTML; JavaScript; Scripting languages

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

IT Program Manager - Full Performance

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 11/3/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

Provide management of contract personnel and ensure high quality and acceptable task completion and deliverables within their contract in compliance with the SOW. Provide frequent periodic reports on the status of the contractor staffing.

They are the point of contact for non-routine to moderately complex installation projects for communication networks. They are accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion. They coordinate activities in support of program managers and teams that support the provisioning, design, installation, maintenance, and billing of services. They track and monitor service orders through completion and turn-up, and prepare deliverables (e.g., status reports to Government, order information, open issues).

Short Summary:

Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

Duties, Tasks, and Responsibilities

Analyze the computer and information needs of their organizations from an operational and strategic perspective and determine immediate and long-range personnel and equipment requirements.

Assign and review the work of systems analysts, programmers, and other computer-related workers.

Consult and coordinate with the appropriate Task Manager for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.

Consult with users, management, vendors, and technicians to assess computing needs and system requirements.

Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.

Direct daily operations of department by: analyzing workflow, establishing priorities, developing standards and setting deadlines.

Direct the work of systems analysts, computer programmers, support specialists, and other computer-related workers.

Ensure that Contractor tasks are completed within the deadlines, tasking guidance from the Government is clear and unambiguous, contract personnel are qualified to perform the tasks, and potential personnel problems are pre-empted.

Establish and implement streamlined processes and procedures enabling the Contractor to rapidly respond to surge requirements for increased contract personnel. Assure SLA requirements are met.

Plan and coordinate activities such as installation and upgrading of hardware and software, programming and systems design, development of computer networks, and implementation of Internet and intranet sites. They are increasingly involved with the upkeep, maintenance, and security of networks.

Review and approve all systems charts and programs prior to their implementation.

Stay abreast of advances in technology.

Knowledge, Skills, and Abilities

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

Development environment software — Borland Delphi; C; Microsoft .NET Framework; Microsoft Visual Basic

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Web platform development software — Dynamic hypertext markup language DHTML; Hypertext markup language HTML; JavaScript; Scripting languages

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

IT Program Manager - Manager

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 11/3/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

Provide management of contract personnel and ensure high quality and acceptable task completion and deliverables within their contract in compliance with the SOW. Provide frequent periodic reports on the status of the contractor staffing.

They are the point of contact for non-routine to moderately complex installation projects for communication networks. They are accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion. They coordinate activities in support of program managers and teams that support the provisioning, design, installation, maintenance, and billing of services. They track and monitor service orders through completion and turn-up, and prepare deliverables (e.g., status reports to Government, order information, open issues).

Short Summary:
Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

Duties, Tasks, and Responsibilities

Analyze the computer and information needs of their organizations from an operational and strategic perspective and determine immediate and long-range personnel and equipment requirements.

Assign and review the work of systems analysts, programmers, and other computer-related workers.

Consult and coordinate with the appropriate Task Manager for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.

Consult with users, management, vendors, and technicians to assess computing needs and system requirements.

Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.

Direct daily operations of department by: analyzing workflow, establishing priorities, developing standards and setting deadlines.

Direct the work of systems analysts, computer programmers, support specialists, and other computer-related workers.

Ensure that Contractor tasks are completed within the deadlines, tasking guidance from the Government is clear and unambiguous, contract personnel are qualified to perform the tasks, and potential personnel problems are pre-empted.

Establish and implement streamlined processes and procedures enabling the Contractor to rapidly respond to surge requirements for increased contract personnel. Assure SLA requirements are met.

Plan and coordinate activities such as installation and upgrading of hardware and software, programming and systems design, development of computer networks, and implementation of Internet and intranet sites. They are increasingly involved with the upkeep, maintenance, and security of networks.

Review and approve all systems charts and programs prior to their implementation.

Stay abreast of advances in technology.

Knowledge, Skills, and Abilities

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

Development environment software — Borland Delphi; C; Microsoft .NET Framework; Microsoft Visual Basic

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Web platform development software — Dynamic hypertext markup language DHTML; Hypertext markup language HTML; JavaScript; Scripting languages

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

IT Program Manager - Senior

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 11/3/2012

Standard Occupational Code:

Long Summary:
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Short Summary:
Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

Duties, Tasks, and Responsibilities

Analyze the computer and information needs of their organizations from an operational and strategic perspective and determine immediate and long-range personnel and equipment requirements.

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Consult and coordinate with the appropriate Task Manager for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.

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Review and approve all systems charts and programs prior to their implementation.

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Knowledge, Skills, and Abilities

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

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Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

Development environment software — Borland Delphi; C; Microsoft .NET Framework; Microsoft Visual Basic

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Web platform development software — Dynamic hypertext markup language DHTML; Hypertext markup language HTML; JavaScript; Scripting languages

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

IT Program Manager - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 11/3/2012

Standard Occupational Code:

Long Summary:
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Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Minimum Education

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• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

Development environment software — Borland Delphi; C; Microsoft .NET Framework; Microsoft Visual Basic

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Web platform development software — Dynamic hypertext markup language DHTML; Hypertext markup language HTML; JavaScript; Scripting languages

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Knowledge Management - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 10/2/2012

Standard Occupational Code:
 [15-1121] Computer Systems Analysts
 [15-1121] Computer Systems Analysts

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level System Operations Specialist occupational series. Positions at this level work independently with limited supervision and provide technical leadership and/or supervision to teams of specialists. Positions are responsible for leading the 24x7 operational support to a variety of resolving the most complex operational problems to ensure system availability and performance goals are met. Positions are responsible for managing/leading the teams of systems or application administrators whose duties are the administration of the software systems and its successful integration with the applications software of the major computing systems across the organization. Positions ensure clear and timely communication regarding the application infrastructure with decentralized customer support teams, help desks, customers, senior management, and other technical professional staffs and support organizations providing technical detail and customer-focus appropriate to the audience.

Short Summary:

This is work within the multi-level System Operations Specialist occupational series. Positions at this level work independently with limited supervision and provide technical leadership and/or supervision to teams of specialists. Positions are responsible for leading the 24x7 operational support to a variety of resolving the most complex operational problems to ensure system availability and performance goals are met. Positions are responsible for managing/leading the teams of systems or application administrators whose duties are the administration of the software systems and its successful integration with the applications software of the major computing systems across the organization. Positions ensure clear and timely communication regarding the application infrastructure with decentralized customer support teams, help desks, customers, senior management, and other technical professional staffs and support organizations providing technical detail and customer-focus appropriate to the audience.

Duties, Tasks, and Responsibilities

Compose technical documents including, user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Facilitate meetings and information sessions

Manages software life cycles.

Performs project management duties, such as scheduling and review processes.

Plan, test, install, and integrate new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems.

Provide documentation, requirements and information updates

Provides technical support to applications and utility developers on requirements for integration into the operating environment.

Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures.

Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment.

Knowledge, Skills, and Abilities

Ability to design technical solutions for complex requirements.

Ability to independently diagnose, resolve, and communicate complex technical problems in a timely manner

Ability to lead multi-disciplinary teams.

Ability to lead technical teams and/or serve as a technical resource to coworkers and external components.

Ability to provide clear and accurate explanations of complex technical activities, procedures and processes to technical and non-technical audiences.

Ability to provide the highest levels of customer service.

Ability to review the work of and provide guidance and mentoring to coworkers and/or team members.

Demonstrated strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Effective project management skills.

Excellent analytical, planning, and organizational skills.

Expert knowledge of EIT and supported utility and security applications.

Expert knowledge of EIT and mission and goals (e.g., RTE, CHASSIS and Peer Data Centers).

Expert knowledge of MVS, UNIX, LINUX and Windows technology.

Expert knowledge of the organizational standards for systems configurations, related information security policies, and procedures for managing systems software.

Significant knowledge of project management and applications development techniques.

Working knowledge of budget and finance.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Knowledge Management - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Conduct research and ensure the use of proper technical terminology.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Facilitate meetings and information sessions

Manages software life cycles.

Performs project management duties, such as scheduling and review processes.

Plan, test, install, and integrate new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems.

Provide documentation, requirements and information updates

Provides technical support to applications and utility developers on requirements for integration into the operating environment.

Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures.

Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment.

Knowledge, Skills, and Abilities

Ability to design technical solutions for complex requirements.

Ability to independently diagnose, resolve, and communicate complex technical problems in a timely manner

Ability to lead multi-disciplinary teams.

Ability to lead technical teams and/or serve as a technical resource to coworkers and external components.

Ability to provide clear and accurate explanations of complex technical activities, procedures and processes to technical and non-technical audiences.

Ability to provide the highest levels of customer service.

Ability to review the work of and provide guidance and mentoring to coworkers and/or team members.

Demonstrated strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Effective project management skills.

Excellent analytical, planning, and organizational skills.

Expert knowledge of EIT and supported utility and security applications.

Expert knowledge of EIT and mission and goals (e.g., RTE, CHASSIS and Peer Data Centers).

Expert knowledge of MVS, UNIX, LINUX and Windows technology.

Expert knowledge of the organizational standards for systems configurations, related information security policies, and procedures for managing systems software.

Significant knowledge of project management and applications development techniques.

Working knowledge of budget and finance.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Knowledge Management - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Short Summary:

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Duties, Tasks, and Responsibilities

Compose technical documents including, user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Facilitate meetings and information sessions

Manages software life cycles.

Performs project management duties, such as scheduling and review processes.

Plan, test, install, and integrate new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems.

Provide documentation, requirements and information updates

Provides technical support to applications and utility developers on requirements for integration into the operating environment.

Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures.

Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment.

Knowledge, Skills, and Abilities

Ability to design technical solutions for complex requirements.

Ability to independently diagnose, resolve, and communicate complex technical problems in a timely manner

Ability to lead multi-disciplinary teams.

Ability to lead technical teams and/or serve as a technical resource to coworkers and external components.

Ability to provide clear and accurate explanations of complex technical activities, procedures and processes to technical and non-technical audiences.

Ability to provide the highest levels of customer service.

Ability to review the work of and provide guidance and mentoring to coworkers and/or team members.

Demonstrated strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Effective project management skills.

Excellent analytical, planning, and organizational skills.

Expert knowledge of EIT and supported utility and security applications.

Expert knowledge of EIT and mission and goals (e.g., RTE, CHASSIS and Peer Data Centers).

Expert knowledge of MVS, UNIX, LINUX and Windows technology.

Expert knowledge of the organizational standards for systems configurations, related information security policies, and procedures for managing systems software.

Significant knowledge of project management and applications development techniques.

Working knowledge of budget and finance.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Knowledge Management - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Short Summary:

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Duties, Tasks, and Responsibilities

Compose technical documents including, user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Facilitate meetings and information sessions

Manages software life cycles.

Performs project management duties, such as scheduling and review processes.

Plan, test, install, and integrate new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems.

Provide documentation, requirements and information updates

Provides technical support to applications and utility developers on requirements for integration into the operating environment.

Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures.

Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment.

Knowledge, Skills, and Abilities

Ability to design technical solutions for complex requirements.

Ability to independently diagnose, resolve, and communicate complex technical problems in a timely manner

Ability to lead multi-disciplinary teams.

Ability to lead technical teams and/or serve as a technical resource to coworkers and external components.

Ability to provide clear and accurate explanations of complex technical activities, procedures and processes to technical and non-technical audiences.

Ability to provide the highest levels of customer service.

Ability to review the work of and provide guidance and mentoring to coworkers and/or team members.

Demonstrated strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Effective project management skills.

Excellent analytical, planning, and organizational skills.

Expert knowledge of EIT and supported utility and security applications.

Expert knowledge of EIT and mission and goals (e.g., RTE, CHASSIS and Peer Data Centers).

Expert knowledge of MVS, UNIX, LINUX and Windows technology.

Expert knowledge of the organizational standards for systems configurations, related information security policies, and procedures for managing systems software.

Significant knowledge of project management and applications development techniques.

Working knowledge of budget and finance.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Knowledge Management - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level System Operations Specialist occupational series. Positions at this level work independently with limited supervision and provide technical leadership and/or supervision to teams of specialists. Positions are responsible for leading the 24x7 operational support to a variety of resolving the most complex operational problems to ensure system availability and performance goals are met. Positions are responsible for managing/leading the teams of systems or application administrators whose duties are the administration of the software systems and its successful integration with the applications software of the major computing systems across the organization. Positions ensure clear and timely communication regarding the application infrastructure with decentralized customer support teams, help desks, customers, senior management, and other technical professional staffs and support organizations providing technical detail and customer-focus appropriate to the audience.

Short Summary:

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Duties, Tasks, and Responsibilities

Compose technical documents including, user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Facilitate meetings and information sessions

Manages software life cycles.

Performs project management duties, such as scheduling and review processes.

Plan, test, install, and integrate new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems.

Provide documentation, requirements and information updates

Provides technical support to applications and utility developers on requirements for integration into the operating environment.

Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures.

Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment.

Knowledge, Skills, and Abilities

Ability to design technical solutions for complex requirements.

Ability to independently diagnose, resolve, and communicate complex technical problems in a timely manner

Ability to lead multi-disciplinary teams.

Ability to lead technical teams and/or serve as a technical resource to coworkers and external components.

Ability to provide clear and accurate explanations of complex technical activities, procedures and processes to technical and non-technical audiences.

Ability to provide the highest levels of customer service.

Ability to review the work of and provide guidance and mentoring to coworkers and/or team members.

Demonstrated strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Effective project management skills.

Excellent analytical, planning, and organizational skills.

Expert knowledge of EIT and supported utility and security applications.

Expert knowledge of EIT and mission and goals (e.g., RTE, CHASSIS and Peer Data Centers).

Expert knowledge of MVS, UNIX, LINUX and Windows technology.

Expert knowledge of the organizational standards for systems configurations, related information security policies, and procedures for managing systems software.

Significant knowledge of project management and applications development techniques.

Working knowledge of budget and finance.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Knowledge Management - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

Compose technical documents including, user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Facilitate meetings and information sessions

Manages software life cycles.

Performs project management duties, such as scheduling and review processes.

Plan, test, install, and integrate new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems.

Provide documentation, requirements and information updates

Provides technical support to applications and utility developers on requirements for integration into the operating environment.

Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures.

Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment.

Knowledge, Skills, and Abilities

Ability to design technical solutions for complex requirements.

Ability to independently diagnose, resolve, and communicate complex technical problems in a timely manner

Ability to lead multi-disciplinary teams.

Ability to lead technical teams and/or serve as a technical resource to coworkers and external components.

Ability to provide clear and accurate explanations of complex technical activities, procedures and processes to technical and non-technical audiences.

Ability to provide the highest levels of customer service.

Ability to review the work of and provide guidance and mentoring to coworkers and/or team members.

Demonstrated strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Effective project management skills.

Excellent analytical, planning, and organizational skills.

Expert knowledge of EIT and supported utility and security applications.

Expert knowledge of EIT and mission and goals (e.g., RTE, CHASSIS and Peer Data Centers).

Expert knowledge of MVS, UNIX, LINUX and Windows technology.

Expert knowledge of the organizational standards for systems configurations, related information security policies, and procedures for managing systems software.

Significant knowledge of project management and applications development techniques.

Working knowledge of budget and finance.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Lead Cyber Security Systems Engineer - Senior

Skill Community: Security

Labor Group: Cyber Security

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:

Long Summary:
Supervise and direct the engineering effort for the projects approved by the program management.
Assist in developing the individual project management plans (SEMP, schedule) for the various development, deployment, and integration elements of the Sponsor's programs, to include schedule requirements, interrelationships of the various elements, and requisite coordination.
Assist with developing concepts of operation, process flow diagrams, SOPs, and specific program plans.

Clarify assumptions, limitations, interfaces, responsibilities, and specific requirements for the program elements.

Monitor the status of designated activities, identify and resolve relevant issues, develop contingency plans, provide updates, and implement corrective actions as required.

Short Summary:
Supervise and direct the engineering effort for the projects identified in this SOW and additional projects approved by the program management.

Duties, Tasks, and Responsibilities

Ensure all program activities are fully coordinated and consistent with the relevant program plans.

Ensure documentation is created and maintained as required and agreed to with program staff Management following Agency and program standards.

In coordination with program management ensure compliance with all applicable Agency, CSG, and program management requirements for managing IT engineering projects, including the Agency Program Management Framework for all network defense projects.

Maintain system baselines and configuration management items, including security event monitoring "policies" in a manner determined and agreed to by the program management. Ensure changes are made using an approval process agreed to in advance.

Plan and convene meetings, focus groups, and related forums, maintaining and facilitating dialog among collateral interests

Knowledge, Skills, and Abilities

Ability to implement and manage repeatable processes and procedures, require engineering team to develop documentation and support Agency PMF and project management activities

Ability to perform hands-on engineering activities as needed and be a subject matter expert able to address operational and performance issues with other engineers and partner organizations.

Good interpersonal, organizational, writing, communications and briefing skills.

Strong analytical and problem solving skills.

Minimum Education

Bachelor's degree in electrical engineering, computer engineering, computer science, or other closely related discipline

Minimum Experience

Minimum of ten years of progressively responsible experience in leading an engineering team with emphasis in managing all engineering, design, implementation, operations and maintenance and deployment activities.

Technology

Encryption technologies

Identity and authentication technologies

Information Assurance assessment tools

Lotus Notes

Microsoft Office

Tools

Computers

Work Environment

Work is primarily performed in an office environment and/or computer laboratory.

Supervision Received and Given

Received: from the Program or Project Manager.
Given: Supervise and direct the contractor engineering effort for the project

Lotus Notes Developer - Developmental

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 10/5/2012

Standard Occupational Code:
 [15-1140] Database and Systems Administrators and Network Architects

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyzes functional business applications and design specifications for functional areas. Develops block diagrams and logic flow charts. Translates detailed design into Lotus Notes based solutions. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

Short Summary:
Analyzes functional business applications and design specifications for functional areas. Develops block diagrams and logic flow charts. Translates detailed design into Lotus Notes based solutions. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

Duties, Tasks, and Responsibilities

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Assign, coordinate, and review work and activities of programming personnel.

Collaborate with computer manufacturers and other users to develop new programming methods.

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program.

Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs.

Consult with customers about software system design and maintenance.

Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Correct errors by making appropriate changes and then recheck the program to ensure that the desired results are produced.

Design and develop database management systems, image processing, collaborative tools, data manipulation techniques, data visualization techniques, and directory services.

Design and develop tools and databases for Lotus Notes (to include Domino and data conversion) with relevant operating system platforms.

Design and develop tools that integrate Lotus Notes with commercial applications.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop unit and functional test plan.

Investigate whether networks, workstations, the central processing unit of the system, or peripheral equipment are responding to a program's instructions.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements.

Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language.

Provide database architectural and design capabilities.

Provide the operations and maintenance of operational systems.

Train subordinates in programming and program coding

Write or contribute to instructions or manuals to guide end users.

Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic.

Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematical Reasoning — The ability to choose the right mathematical methods or formulas to solve a problem.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mathematics — Using mathematics to solve problems.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Database management system software — Database management software; Distributed database management software; Microsoft SQL Server; Microsoft transact-structural query language T-SQL

Development environment software — C; Extensible Stylesheet Language Transformation XLST; IBM Rational Rose XDE Developer D93; Microsoft Visual Basic

Object or component oriented development software — C++; Document Object Model DOM Scripting; Simple API for XML SAX; Sun Microsystems Java

Operating system software — Job control language JCL; Unix; VxWorks software; Win CE

Program testing software — Defect tracking software; Fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner

Tools

Desktop computers

High end computer servers — Application servers; Directory servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Lotus Notes Developer - Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

 Object or component oriented development software — C++; Document Object Model DOM Scripting; Simple API for XML SAX; Sun Microsystems Java

Database management system software — Database management software; Distributed database management software; Microsoft SQL Server; Microsoft transact-structural query language T-SQL

Development environment software — C; Extensible Stylesheet Language Transformation XLST; IBM Rational Rose XDE Developer D93; Microsoft Visual Basic

Operating system software — Job control language JCL; Unix; VxWorks software; Win CE

Program testing software — Defect tracking software; Fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner

Tools

Desktop computers

High end computer servers — Application servers; Directory servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Lotus Notes Developer - Full Performance

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database management system software — Database management software; Distributed database management software; Microsoft SQL Server; Microsoft transact-structural query language T-SQL

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Lotus Notes Developer - Manager

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements.

Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language.

Provide database architectural and design capabilities.

Provide the operations and maintenance of operational systems.

Train subordinates in programming and program coding

Write or contribute to instructions or manuals to guide end users.

Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic.

Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematical Reasoning — The ability to choose the right mathematical methods or formulas to solve a problem.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mathematics — Using mathematics to solve problems.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Database management system software — Database management software; Distributed database management software; Microsoft SQL Server; Microsoft transact-structural query language T-SQL

Development environment software — C; Extensible Stylesheet Language Transformation XLST; IBM Rational Rose XDE Developer D93; Microsoft Visual Basic

Object or component oriented development software — C++; Document Object Model DOM Scripting; Simple API for XML SAX; Sun Microsystems Java

Operating system software — Job control language JCL; Unix; VxWorks software; Win CE

Program testing software — Defect tracking software; Fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner

Tools

Desktop computers

High end computer servers — Application servers; Directory servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Lotus Notes Developer - Senior

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyzes functional business applications and design specifications for functional areas. Develops block diagrams and logic flow charts. Translates detailed design into Lotus Notes based solutions. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

Short Summary:

Analyzes functional business applications and design specifications for functional areas. Develops block diagrams and logic flow charts. Translates detailed design into Lotus Notes based solutions. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

Duties, Tasks, and Responsibilities

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Assign, coordinate, and review work and activities of programming personnel.

Collaborate with computer manufacturers and other users to develop new programming methods.

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program.

Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs.

Consult with customers about software system design and maintenance.

Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Correct errors by making appropriate changes and then recheck the program to ensure that the desired results are produced.

Design and develop database management systems, image processing, collaborative tools, data manipulation techniques, data visualization techniques, and directory services.

Design and develop tools and databases for Lotus Notes (to include Domino and data conversion) with relevant operating system platforms.

Design and develop tools that integrate Lotus Notes with commercial applications.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop unit and functional test plan.

Investigate whether networks, workstations, the central processing unit of the system, or peripheral equipment are responding to a program's instructions.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements.

Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language.

Provide database architectural and design capabilities.

Provide the operations and maintenance of operational systems.

Train subordinates in programming and program coding

Write or contribute to instructions or manuals to guide end users.

Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic.

Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment.

Knowledge, Skills, and Abilities

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Minimum Education

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• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

 Object or component oriented development software — C++; Document Object Model DOM Scripting; Simple API for XML SAX; Sun Microsystems Java

Database management system software — Database management software; Distributed database management software; Microsoft SQL Server; Microsoft transact-structural query language T-SQL

Development environment software — C; Extensible Stylesheet Language Transformation XLST; IBM Rational Rose XDE Developer D93; Microsoft Visual Basic

Operating system software — Job control language JCL; Unix; VxWorks software; Win CE

Program testing software — Defect tracking software; Fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner

Tools

Desktop computers

High end computer servers — Application servers; Directory servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Lotus Notes Developer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyzes functional business applications and design specifications for functional areas. Develops block diagrams and logic flow charts. Translates detailed design into Lotus Notes based solutions. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

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Duties, Tasks, and Responsibilities

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Collaborate with computer manufacturers and other users to develop new programming methods.

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program.

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Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs.

Consult with customers about software system design and maintenance.

Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Correct errors by making appropriate changes and then recheck the program to ensure that the desired results are produced.

Design and develop database management systems, image processing, collaborative tools, data manipulation techniques, data visualization techniques, and directory services.

Design and develop tools and databases for Lotus Notes (to include Domino and data conversion) with relevant operating system platforms.

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Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

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Mathematics — Using mathematics to solve problems.

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Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Database management system software — Database management software; Distributed database management software; Microsoft SQL Server; Microsoft transact-structural query language T-SQL

Development environment software — C; Extensible Stylesheet Language Transformation XLST; IBM Rational Rose XDE Developer D93; Microsoft Visual Basic

Object or component oriented development software — C++; Document Object Model DOM Scripting; Simple API for XML SAX; Sun Microsystems Java

Operating system software — Job control language JCL; Unix; VxWorks software; Win CE

Program testing software — Defect tracking software; Fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner

Tools

Desktop computers

High end computer servers — Application servers; Directory servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Messaging Services Specialist - Developmental

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 10/4/2012

Standard Occupational Code:
[15-1142] Network and Computer Systems Administrators
[15-1142] Network and Computer Systems Administrators

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.This is work is located primarily in the Network Management Center (ANMC) but also in various other Washington Metropolitan Area locations responsible for the operations and maintenance of the messaging infrastructure. Positions may also perform a variety of duties to ensure that all incoming and outgoing message traffic is delivered to intended, authorized recipients in a timely manner, 24 hours per day/7 days a week. Messaging systems supported include, but are not limited to, the Message Relay System (MRS), the Message Handling Facility (MHF), and the Enterprise Messaging Services (EMS). Duties include disseminating organizational messages based on various Office Unit Symbols (OUS), slugs, text, and other information to and external customers, including the Intelligence Community (IC) and other governmental agencies (OGA); alerting appropriate authorities of high precedence and/or high interest cables; answering customer queries and assisting customers with messaging problems (e.g., formatting errors, misclassifications, and address corrections); and working with components and Directorate representatives to develop and convert -wide message dissemination requirements into messaging dissemination profiles. Depending upon experience level and assignment, incumbents in these positions work under close to general supervision. For any of these positions, tact, discretion, and a commitment to provide first-rate customer service are paramount.

Short Summary:
This is work is located primarily in the Network Management Center (ANMC) but also in various other Washington Metropolitan Area locations responsible for the operations and maintenance of the messaging infrastructure. Positions may also perform a variety of duties to ensure that all incoming and outgoing message traffic is delivered to intended, authorized recipients in a timely manner, 24 hours per day/7 days a week. Messaging systems supported include, but are not limited to, the Message Relay System (MRS), the Message Handling Facility (MHF), and the Enterprise Messaging Services (EMS). Duties include disseminating organizational messages based on various Office Unit Symbols (OUS), slugs, text, and other information to and external customers, including the Intelligence Community (IC) and other governmental agencies (OGA); alerting appropriate authorities of high precedence and/or high interest cables; answering customer queries and assisting customers with messaging problems (e.g., formatting errors, misclassifications, and address corrections); and working with components and Directorate representatives to develop and convert -wide message dissemination requirements into messaging dissemination profiles. Depending upon experience level and assignment, incumbents in these positions work under close to general supervision. For any of these positions, tact, discretion, and a commitment to provide first-rate customer service are paramount.

Duties, Tasks, and Responsibilities

Disseminates organizational messages based on the various Office Unit Symbols (OUS), slugs, text, and other information provided by message originators to correct recipients. (HQS, domestic and foreign sites)

Identifies and corrects message data and utilizes proper security practices and associated communication functions to ensure timely message delivery.

Keep messages flowing through the messaging systems. With assistance from more experienced team members provides support to and external customers, including Intelligence Community customers and other governmental agencies.

Maintains message accountability

Monitors all incoming and outgoing message traffic. Monitors activities associated with the multiple informational flow processes of the messaging systems. (e.g. for the Message Handling Facility this would include the Validation, Combine Skill, Combine Store,

With assistance from more experienced team members, investigates message dissemination problems and makes necessary corrections:
- Corrects incoming and outgoing cable/message traffic (e.g. formatting errors, missing portions) to ensure timely processing.
- Performs modification to non- cable traffic at the request of components (includes relay to field stations, additional dissemination, transfer of action, recall of cable for destruction, and/or correction to text.).
- Assists customers with problems in message origination, delivery, receipt, and/or dissemination: responds to queries; makes requested corrections; adds dissemination; performs cable re-transmissions and cancellations.
- Answers customer queries regarding the message dissemination process

With direction and oversight from more experienced members of the team, notifies proper recipients of after-hours cables that require immediate attention:
- Alerts appropriate Duty Officers or action units to high precedence cables or cables that may be of interest to them (including CRITIC, FLASH and NIACT cables).
-Alerts Office of Medical Services of medical emergencies, domestic and in the field after normal duty hours.

Works closely with more experienced team members to change or enhance profiles, OUSs, or other dissemination indicators to meet the customer's requirements.
- Maintains a daily log of all incoming requirements.
- Works closely with component Information Management Officers (IMO), who are responsible for coordinating the requirements originating from their components, and with directorate component personnel that manage the message databases.
- Develops and converts simple -wide message dissemination requirements into messaging profiles using logic statements designed to satisfy requirements. (This includes, but is not limited to, creating new Prescribed and Limited (P&L) profiles, Restricted Handling (RH) profiles, new Office Unit Symbols (OUS), modification of profiles, and adding dissemination.) Complicated requirements will be addressed with assistance from more experienced team members.
- Updates and maintains message dissemination profiles.
- Maintains message address database to ensure the accuracy of cable addresses and collective addresses. Ensures that all changes with operational impacts are coordinated and documented.
- Occasionally participates in the testing of messaging system software upgrades.

Knowledge, Skills, and Abilities

A basic understanding of the organizational structure

Ability to communicate effectively with all levels of personnel

Ability to investigate and resolve customer concerns, independently or as part of a team, in a professional manner.

Ability to read, write, and understand Boolean logic statements.

Ability to think logically

Basic computer programming skills, e.g. ability to write if-then statements in a high-level programming language.

For some positions, ability to work 24-hour rotating shifts.

Knowledge of world geography

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor
performance will be completed by the government at the contract level.

Messaging Services Specialist - Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and
Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will
be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.This is work is located primarily in the Network Management Center (ANMC) but also in various other Washington Metropolitan Area locations responsible for the operations and maintenance of the messaging infrastructure. Positions may also perform a variety of duties to ensure that all incoming and outgoing message traffic is delivered to intended, authorized recipients in a timely manner, 24 hours per day/7 days a week. Messaging systems supported include, but are not limited to, the Message Relay System (MRS), the Message Handling Facility (MHF), and the Enterprise Messaging Services (EMS). Duties include disseminating organizational messages based on various Office Unit Symbols (OUS), slugs, text, and other information to and external customers, including the Intelligence Community (IC) and other governmental agencies (OGA); alerting appropriate authorities of high precedence and/or high interest cables; answering customer queries and assisting customers with messaging problems (e.g., formatting errors, misclassifications, and address corrections); and working with components and Directorate representatives to develop and convert -wide message dissemination requirements into messaging dissemination profiles. Depending upon experience level and assignment, incumbents in these positions work under close to general supervision. For any of these positions, tact, discretion, and a commitment to provide first-rate customer service are paramount.

Short Summary:

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Duties, Tasks, and Responsibilities

Disseminates organizational messages based on the various Office Unit Symbols (OUS), slugs, text, and other information provided by message originators to correct recipients. (HQS, domestic and foreign sites)

Identifies and corrects message data and utilizes proper security practices and associated communication functions to ensure timely message delivery.

Keep messages flowing through the messaging systems. With assistance from more experienced team members provides support to and external customers, including Intelligence Community customers and other governmental agencies.

Maintains message accountability

Monitors all incoming and outgoing message traffic. Monitors activities associated with the multiple informational flow processes of the messaging systems. (e.g. for the Message Handling Facility this would include the Validation, Combine Skill, Combine Store,

With assistance from more experienced team members, investigates message dissemination problems and makes necessary corrections:
- Corrects incoming and outgoing cable/message traffic (e.g. formatting errors, missing portions) to ensure timely processing.
- Performs modification to non- cable traffic at the request of components (includes relay to field stations, additional dissemination, transfer of action, recall of cable for destruction, and/or correction to text.).
- Assists customers with problems in message origination, delivery, receipt, and/or dissemination: responds to queries; makes requested corrections; adds dissemination; performs cable re-transmissions and cancellations.
- Answers customer queries regarding the message dissemination process

With direction and oversight from more experienced members of the team, notifies proper recipients of after-hours cables that require immediate attention:
- Alerts appropriate Duty Officers or action units to high precedence cables or cables that may be of interest to them (including CRITIC, FLASH and NIACT cables).
-Alerts Office of Medical Services of medical emergencies, domestic and in the field after normal duty hours.

Works closely with more experienced team members to change or enhance profiles, OUSs, or other dissemination indicators to meet the customer's requirements.
- Maintains a daily log of all incoming requirements.
- Works closely with component Information Management Officers (IMO), who are responsible for coordinating the requirements originating from their components, and with directorate component personnel that manage the message databases.
- Develops and converts simple -wide message dissemination requirements into messaging profiles using logic statements designed to satisfy requirements. (This includes, but is not limited to, creating new Prescribed and Limited (P&L) profiles, Restricted Handling (RH) profiles, new Office Unit Symbols (OUS), modification of profiles, and adding dissemination.) Complicated requirements will be addressed with assistance from more experienced team members.
- Updates and maintains message dissemination profiles.
- Maintains message address database to ensure the accuracy of cable addresses and collective addresses. Ensures that all changes with operational impacts are coordinated and documented.
- Occasionally participates in the testing of messaging system software upgrades.

Knowledge, Skills, and Abilities

A basic understanding of the organizational structure

Ability to communicate effectively with all levels of personnel

Ability to investigate and resolve customer concerns, independently or as part of a team, in a professional manner.

Ability to read, write, and understand Boolean logic statements.

Ability to think logically

Basic computer programming skills, e.g. ability to write if-then statements in a high-level programming language.

For some positions, ability to work 24-hour rotating shifts.

Knowledge of world geography

Minimum Education

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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor
performance will be completed by the government at the contract level.

Messaging Services Specialist - Full Performance

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
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Short Summary:

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Duties, Tasks, and Responsibilities

Disseminates organizational messages based on the various Office Unit Symbols (OUS), slugs, text, and other information provided by message originators to correct recipients. (HQS, domestic and

foreign sites)

Identifies and corrects message data and utilizes proper security practices and associated communication functions to ensure timely message delivery.

Keep messages flowing through the messaging systems. With assistance from more experienced team members provides support to and external customers, including Intelligence Community customers and other governmental agencies.

Maintains message accountability

Monitors all incoming and outgoing message traffic. Monitors activities associated with the multiple informational flow processes of the messaging systems. (e.g. for the Message Handling Facility this would include the Validation, Combine Skill, Combine Store,

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- Assists customers with problems in message origination, delivery, receipt, and/or dissemination: responds to queries; makes requested corrections; adds dissemination; performs cable re-transmissions and cancellations.
- Answers customer queries regarding the message dissemination process

With direction and oversight from more experienced members of the team, notifies proper recipients of after-hours cables that require immediate attention:
- Alerts appropriate Duty Officers or action units to high precedence cables or cables that may be of interest to them (including CRITIC, FLASH and NIACT cables).
-Alerts Office of Medical Services of medical emergencies, domestic and in the field after normal duty hours.

Works closely with more experienced team members to change or enhance profiles, OUSs, or other dissemination indicators to meet the customer's requirements.
- Maintains a daily log of all incoming requirements.
- Works closely with component Information Management Officers (IMO), who are responsible for coordinating the requirements originating from their components, and with directorate component personnel that manage the message databases.
- Develops and converts simple -wide message dissemination requirements into messaging profiles using logic statements designed to satisfy requirements. (This includes, but is not limited to, creating new Prescribed and Limited (P&L) profiles, Restricted Handling (RH) profiles, new Office Unit Symbols (OUS), modification of profiles, and adding dissemination.) Complicated requirements will be addressed with assistance from more experienced team members.
- Updates and maintains message dissemination profiles.
- Maintains message address database to ensure the accuracy of cable addresses and collective addresses. Ensures that all changes with operational impacts are coordinated and documented.
- Occasionally participates in the testing of messaging system software upgrades.

Knowledge, Skills, and Abilities

A basic understanding of the organizational structure

Ability to communicate effectively with all levels of personnel

Ability to investigate and resolve customer concerns, independently or as part of a team, in a professional manner.

Ability to read, write, and understand Boolean logic statements.

Ability to think logically

Basic computer programming skills, e.g. ability to write if-then statements in a high-level programming language.

For some positions, ability to work 24-hour rotating shifts.

Knowledge of world geography

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor
performance will be completed by the government at the contract level.

Messaging Services Specialist - Manager

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work is located primarily in the Network Management Center (ANMC) but also in various other Washington Metropolitan Area locations responsible for the operations and maintenance of the messaging infrastructure. Positions may also perform a variety of duties to ensure that all incoming and outgoing message traffic is delivered to intended, authorized recipients in a timely manner, 24 hours per day/7 days a week. Messaging systems supported include, but are not limited to, the Message Relay System (MRS), the Message Handling Facility (MHF), and the Enterprise Messaging Services (EMS). Duties include disseminating organizational messages based on various Office Unit Symbols (OUS), slugs, text, and other information to and external customers, including the Intelligence Community (IC) and other governmental agencies (OGA); alerting appropriate authorities of high precedence and/or high interest cables; answering customer queries and assisting customers with messaging problems (e.g., formatting errors, misclassifications, and address corrections); and working with components and Directorate representatives to develop and convert -wide message dissemination requirements into messaging dissemination profiles. Depending upon experience level and assignment, incumbents in these positions work under close to general supervision. For any of these positions, tact, discretion, and a commitment to provide first-rate customer service are paramount.

Short Summary:

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Duties, Tasks, and Responsibilities

Disseminates organizational messages based on the various Office Unit Symbols (OUS), slugs, text, and other information provided by message originators to correct recipients. (HQS, domestic and

foreign sites)

Identifies and corrects message data and utilizes proper security practices and associated communication functions to ensure timely message delivery.

Keep messages flowing through the messaging systems. With assistance from more experienced team members provides support to and external customers, including Intelligence Community customers and other governmental agencies.

Maintains message accountability

Monitors all incoming and outgoing message traffic. Monitors activities associated with the multiple informational flow processes of the messaging systems. (e.g. for the Message Handling Facility this would include the Validation, Combine Skill, Combine Store,

With assistance from more experienced team members, investigates message dissemination problems and makes necessary corrections:
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- Performs modification to non- cable traffic at the request of components (includes relay to field stations, additional dissemination, transfer of action, recall of cable for destruction, and/or correction to text.).
- Assists customers with problems in message origination, delivery, receipt, and/or dissemination: responds to queries; makes requested corrections; adds dissemination; performs cable re-transmissions and cancellations.
- Answers customer queries regarding the message dissemination process

With direction and oversight from more experienced members of the team, notifies proper recipients of after-hours cables that require immediate attention:
- Alerts appropriate Duty Officers or action units to high precedence cables or cables that may be of interest to them (including CRITIC, FLASH and NIACT cables).
-Alerts Office of Medical Services of medical emergencies, domestic and in the field after normal duty hours.

Works closely with more experienced team members to change or enhance profiles, OUSs, or other dissemination indicators to meet the customer's requirements.
- Maintains a daily log of all incoming requirements.
- Works closely with component Information Management Officers (IMO), who are responsible for coordinating the requirements originating from their components, and with directorate component personnel that manage the message databases.
- Develops and converts simple -wide message dissemination requirements into messaging profiles using logic statements designed to satisfy requirements. (This includes, but is not limited to, creating new Prescribed and Limited (P&L) profiles, Restricted Handling (RH) profiles, new Office Unit Symbols (OUS), modification of profiles, and adding dissemination.) Complicated requirements will be addressed with assistance from more experienced team members.
- Updates and maintains message dissemination profiles.
- Maintains message address database to ensure the accuracy of cable addresses and collective addresses. Ensures that all changes with operational impacts are coordinated and documented.
- Occasionally participates in the testing of messaging system software upgrades.

Knowledge, Skills, and Abilities

A basic understanding of the organizational structure

Ability to communicate effectively with all levels of personnel

Ability to investigate and resolve customer concerns, independently or as part of a team, in a professional manner.

Ability to read, write, and understand Boolean logic statements.

Ability to think logically

Basic computer programming skills, e.g. ability to write if-then statements in a high-level programming language.

For some positions, ability to work 24-hour rotating shifts.

Knowledge of world geography

Minimum Education

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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Tools

Desktop Computers

Work Environment

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Supervision Received and Given

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Messaging Services Specialist - Senior

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
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Knowledge, Skills, and Abilities

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Knowledge of world geography

Minimum Education

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• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor
performance will be completed by the government at the contract level.

Messaging Services Specialist - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work is located primarily in the Network Management Center (ANMC) but also in various other Washington Metropolitan Area locations responsible for the operations and maintenance of the messaging infrastructure. Positions may also perform a variety of duties to ensure that all incoming and outgoing message traffic is delivered to intended, authorized recipients in a timely manner, 24 hours per day/7 days a week. Messaging systems supported include, but are not limited to, the Message Relay System (MRS), the Message Handling Facility (MHF), and the Enterprise Messaging Services (EMS). Duties include disseminating organizational messages based on various Office Unit Symbols (OUS), slugs, text, and other information to and external customers, including the Intelligence Community (IC) and other governmental agencies (OGA); alerting appropriate authorities of high precedence and/or high interest cables; answering customer queries and assisting customers with messaging problems (e.g., formatting errors, misclassifications, and address corrections); and working with components and Directorate representatives to develop and convert -wide message dissemination requirements into messaging dissemination profiles. Depending upon experience level and assignment, incumbents in these positions work under close to general supervision. For any of these positions, tact, discretion, and a commitment to provide first-rate customer service are paramount.

Short Summary:

This is work is located primarily in the Network Management Center (ANMC) but also in various other Washington Metropolitan Area locations responsible for the operations and maintenance of the messaging infrastructure. Positions may also perform a variety of duties to ensure that all incoming and outgoing message traffic is delivered to intended, authorized recipients in a timely manner, 24 hours per day/7 days a week. Messaging systems supported include, but are not limited to, the Message Relay System (MRS), the Message Handling Facility (MHF), and the Enterprise Messaging Services (EMS). Duties include disseminating organizational messages based on various Office Unit Symbols (OUS), slugs, text, and other information to and external customers, including the Intelligence Community (IC) and other governmental agencies (OGA); alerting appropriate authorities of high precedence and/or high interest cables; answering customer queries and assisting customers with messaging problems (e.g., formatting errors, misclassifications, and address corrections); and working with components and Directorate representatives to develop and convert -wide message dissemination requirements into messaging dissemination profiles. Depending upon experience level and assignment, incumbents in these positions work under close to general supervision. For any of these positions, tact, discretion, and a commitment to provide first-rate customer service are paramount.

Duties, Tasks, and Responsibilities

Disseminates organizational messages based on the various Office Unit Symbols (OUS), slugs, text, and other information provided by message originators to correct recipients. (HQS, domestic and

foreign sites)

Identifies and corrects message data and utilizes proper security practices and associated communication functions to ensure timely message delivery.

Keep messages flowing through the messaging systems. With assistance from more experienced team members provides support to and external customers, including Intelligence Community customers and other governmental agencies.

Maintains message accountability

Monitors all incoming and outgoing message traffic. Monitors activities associated with the multiple informational flow processes of the messaging systems. (e.g. for the Message Handling Facility this would include the Validation, Combine Skill, Combine Store,

With assistance from more experienced team members, investigates message dissemination problems and makes necessary corrections:
- Corrects incoming and outgoing cable/message traffic (e.g. formatting errors, missing portions) to ensure timely processing.
- Performs modification to non- cable traffic at the request of components (includes relay to field stations, additional dissemination, transfer of action, recall of cable for destruction, and/or correction to text.).
- Assists customers with problems in message origination, delivery, receipt, and/or dissemination: responds to queries; makes requested corrections; adds dissemination; performs cable re-transmissions and cancellations.
- Answers customer queries regarding the message dissemination process

With direction and oversight from more experienced members of the team, notifies proper recipients of after-hours cables that require immediate attention:
- Alerts appropriate Duty Officers or action units to high precedence cables or cables that may be of interest to them (including CRITIC, FLASH and NIACT cables).
-Alerts Office of Medical Services of medical emergencies, domestic and in the field after normal duty hours.

Works closely with more experienced team members to change or enhance profiles, OUSs, or other dissemination indicators to meet the customer's requirements.
- Maintains a daily log of all incoming requirements.
- Works closely with component Information Management Officers (IMO), who are responsible for coordinating the requirements originating from their components, and with directorate component personnel that manage the message databases.
- Develops and converts simple -wide message dissemination requirements into messaging profiles using logic statements designed to satisfy requirements. (This includes, but is not limited to, creating new Prescribed and Limited (P&L) profiles, Restricted Handling (RH) profiles, new Office Unit Symbols (OUS), modification of profiles, and adding dissemination.) Complicated requirements will be addressed with assistance from more experienced team members.
- Updates and maintains message dissemination profiles.
- Maintains message address database to ensure the accuracy of cable addresses and collective addresses. Ensures that all changes with operational impacts are coordinated and documented.
- Occasionally participates in the testing of messaging system software upgrades.

Knowledge, Skills, and Abilities

A basic understanding of the organizational structure

Ability to communicate effectively with all levels of personnel

Ability to investigate and resolve customer concerns, independently or as part of a team, in a professional manner.

Ability to read, write, and understand Boolean logic statements.

Ability to think logically

Basic computer programming skills, e.g. ability to write if-then statements in a high-level programming language.

For some positions, ability to work 24-hour rotating shifts.

Knowledge of world geography

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Multimedia Specialist - Developmental

Skill Community: Logistics

Labor Group: IPS

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:
[27-1014] Multimedia Artists and Animators
[27-1014] Multimedia Artists and Animators

Long Summary:
The incumbent will be responsible for assisting in the development of interactive multimedia products; curriculum design, and technical writer/editor support to successfully prepare high-end interactive, which will be disseminated via CIALINK, INTELINK and/or CD/DVD. These courses will incorporate all phases of audio–visual production. The individual will assist in the rehearsing and directing of casts for video and audio recording. The multimedia products may include (but not limited to) representation of actual events, dialogue, narration, sound effects, music and 3D animation. This individual will function as a member of an overall multimedia team. This individual will conduct research necessary to develop new and revise existing training courses. The individual will have general working knowledge of state–of–the–art multimedia production software to include: Adobe Flash (including Action Script), Authorware, PhotoShop, Illustrator, Premier, RoboHelp, Captivate, and Director.

Short Summary:
The incumbent will be responsible for assisting in the development of interactive multimedia products; curriculum design, and technical writer/editor support to successfully prepare high-end interactive, which will be disseminated via CIALINK, INTELINK and/or CD/DVD.

Duties, Tasks, and Responsibilities

Assists in the development of illustrations, interactive maps and charts, imagery, 3D/2D animations, video and audio edits and effects, typography, and other elements to ensure project requirements are met.

Participates in the design, development, and production of complex, high-end interactive multimedia products; applying expertise in the design and development of products and services.

Knowledge, Skills, and Abilities

General knowledge of multimedia program (web or authored) design methodology and techniques.

Minimum Education

Bachelor of Arts degree in Fine Arts

Minimum Experience

Five years of progressively responsible professional multimedia experience.

Technology

SQL, Oracle, ODBC, Cold Fusion CFML, Authorware, Robohelp, Captivate, Firefox, Adobe Dreamweaver, Avid Video editing software, Final Cut Pro3D Studio Max, windows XP, Apple Mac OS 10.x, , Director lingo, MS Powerpoint, Adobe Photoshop, Adobe Illustrator, Multimedia-Flash, Flash Action, Netscape and MS Internet Explorer web Browsers, Beginner level in HTML.

Tools

Multimedia related hardware such as laptop computers, display devices, portable DVD players, VTRs, DVD/CD-ROM duplicators, scanners, DVD payers/recorders, video camcorders, digital cameras, and various print devices.

Work Environment

General office environment with Apple and PC based workstations. Some work may be performed in a video production studio.

Supervision Received and Given

Received: Performs work independently under general supervision or guidance from senior officers

Given: none

Multimedia Specialist - Expert

Skill Community: Logistics

Labor Group: IPS

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:
[25-9010] Audio-Visual and Multimedia Collections Specialists
[25-9010] Audio-Visual and Multimedia Collections Specialists

Long Summary:
The incumbent will be responsible for producing interactive multimedia products; curriculum design, and technical writer/editor support to successfully prepare high-end interactive, which will be disseminated via CIALINK, INTELINK and/or CD/DVD. These courses will incorporate all phases of audio–visual production. The individual will assist in the rehearsing and directing of casts for video and audio recording. The multimedia products may include (but not limited to) representation of actual events, dialogue, narration, sound effects, music and 3D animation. This individual will function as a member or lead of an overall multimedia team. This individual will conduct research necessary to develop new and revise existing training courses. The individual will have a expert working knowledge of state–of–the–art multimedia production software to include: Adobe Flash (including Action Script), Authorware, PhotoShop, Illustrator, Premier, RoboHelp, Captivate, and Director.

Short Summary:
The incumbent will be responsible for producing interactive multimedia products; curriculum design, and technical writer/editor support to successfully prepare high-end interactive, which will be disseminated via CIALINK, INTELINK and/or CD/DVD.

Duties, Tasks, and Responsibilities

Manages the development of illustrations, interactive maps and charts, imagery, 3D/2D animations, video and audio edits and effects, typography, and other elements to ensure project requirements are met.

Oversees design, development, and production of complex, high-end interactive multimedia products; applying substantive expertise in the design and development of products and services.

Knowledge, Skills, and Abilities

Expert knowledge of multimedia program (web or authored) design methodology and techniques.

Minimum Education

Bachelor of Arts degree in Fine Arts

Minimum Experience

Ten years of progressively responsible professional multimedia experience.

Technology

Beginner - Adobe Dreamweaver

Beginner - Adobe Illustrator

Beginner - Adobe Photoshop

Beginner - Apple Mac OS 10.x,

Beginner - Authorware

Beginner - Avid Video editing software

Beginner - Captivate

Beginner - Cold Fusion CFML

Beginner - Director lingo

Beginner - Final Cut Pro3D Studio Max

Beginner - Firefox

Beginner - Flash Action

Beginner - MS PowerPoint

Beginner - Multimedia-Flash

Beginner - Netscape and MS Internet Explorer web Browsers

Beginner - ODBC

Beginner - Oracle

Beginner - Robohelp

Beginner - SQL

Beginner - Windows XP

Expert level - HTML

Tools

Multimedia related hardware such as laptop computers, display devices, portable DVD players, VTRs, DVD/CD-ROM duplicators, scanners, DVD payers/recorders, video camcorders, digital cameras, and various print devices.

Work Environment

General office environment with Apple and PC based workstations. Some work may be performed in a video production studio.

Supervision Received and Given

Received: General Supervision

Given: none

Multimedia Specialist - Full Performance

Skill Community: Logistics

Labor Group: IPS

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:
 [27-1014] Multimedia Artists and Animators
 [27-1014] Multimedia Artists and Animators

Long Summary:
This is full performance-level professional work in the multi-level Multimedia Specialist occupation, located in a variety of offices throughout the Agency. This position is responsible for the production of high-end interactive multimedia products created to present and clarify complex subject matter to diverse audiences, including senior US government officials, senior management throughout the Agency and Intelligence Community, and foreign officials and leaders.

Multimedia Specialists at the full performance level use a variety of specialized multi-media knowledge, skills, and abilities to design and develop sophisticated multimedia products. Multimedia specialists assume responsibility for multimedia project management, project team leadership, customer relations, product research and content development, programming/authoring, audio and video editing, interface design, software and hardware, testing and quality control procedures. In addition, full performance multimedia specialists design products in support of multimedia presentations including but not limited to posters, brochures and web-based products. Personnel with experience in another occupation specialty such as graphic design and cartography are expected to use their specialty expertise in the development and design of multi-media products.

Short Summary:

This position is responsible for the production of high-end interactive multimedia products created to present and clarify complex subject matter to diverse audiences.

Duties, Tasks, and Responsibilities

Delivers final product and provides instructions to customer.

- Delivers final product as CD-ROM, DVD, Web, or other unique deliverables (e.g., kiosks and exhibits) for the customer's mission requirements.
- Provides instruction to customers on aspects of the project, including navigation and specialized computer and display equipment.

Designs sophisticated interactive multimedia products.

- Designs and authors complex interface and navigation.
- Creates detailed artwork, such as illustrations, interactive charts, photographs, interactive maps, 3D animations, special effects.
- Ensures multimedia products are formatted appropriately for distribution and archival.
- Serves as a project manager or team lead for contractor groups that may include video producer/directors, graphic designers, cartographers, or multimedia designer/developers.
- Casts and rehearses actors and narrators for multimedia productions.
- Composites and edits video footage, narration, sound effects, graphics, animation and music.
- Provides advice and troubleshooting for complex interface and navigation schemes.

Develops original content.

- Researches and analyzes multimedia methodology and subject matter to develop original concepts for presenting complex ideas.
- Creates project storyboards and work plans.
- Researches and acquires necessary releases, licenses, and approvals as required.
- Provides direction and guidance to project cotnractor team members in the interpretation of customer requirements.
- Provides guidance in the collection of video source footage, audio sound elements, and other existing or archived graphic or cartographic materials.
- Applies personal full performance multi-media specialty expertise (graphic design, videography, cartography, or multimedia design/development) to produce the related multimedia requirements and to provide cross-specialty training to others.
- Provides periodic product content reviews for the customer, negotiating production content changes and deadlines as appropriate.

Initiates content and leads production coordination activities with the project team.

- Develops new concepts, coordinates team production methodology, and assesses whether alternative formats, media, or technology are appropriate.
- Develops unique specialty content, such as 3D animation, special visual effects, narration and sound effects, original video, audio or video editing, dynamic maps, graphics, or databases, illustrations, etc.

Performs administrative or other ad hoc duties.

- Follows-up on customer issues, questions, and/or technical problems with the product; refers to senior staff for troubleshooting or resolution.
- Archives final product files per established guidelines.
- Prepares written reports to close out project, including details on milestones, production steps and procedures taken, and identified issues and concerns.
- Keeps apprised of industry technological enhancements and changes; assesses and selects enhancements/innovations deemed feasible and appropriate.

Tests and reviews products for quality control.

- Tests integrated content on various platforms and networks to ensure viewing, interactivity, and audio/video quality.
- Reviews content with customers and other appropriate personnel (e.g., editors, scientists, analysts, cartographers, graphic designers, videographers, engineers, intelligence educators, etc.) to ensure accuracy, completeness, and correct Classification and controls or declassification based on customer requirements for viewing population and distribution.
- Incorporates revisions into the final product.

Works collaboratively with the customer and/or project manager to coordinate and develop plans for sophisticated multimedia project production.

- Defines project goals, scope, and requirements (i.e., audience, deadline, final product format, delivery methods) for all phases of planning and production.
- Assembles and leads contractor teams.
- Interprets customer requirements and project complexity to determine team and technical resources needed for timely, accurate product delivery.
- Develops production timelines for projects.
- Advises customers on proper approach, product type, and methodology and provides effective solutions to their data presentation needs.
- Proposes alternative approaches and mediums for customer's consideration.
- Provides technical information to customer's inquiries.

Knowledge, Skills, and Abilities

Ability to apply the broad range of specialty software products used in multimedia productions, including Macromedia Director, Adobe product suites, and other complementary multimedia software.

Ability to utilize innovative and creative problem solving and analytical thinking skills to develop, organize, clarify, and enhance alternative approaches to more complex multimedia requirements.

Demonstrated ability to foster, develop, and lead teams.

Excellent interpersonal skills to work and interface with customers, senior management, technical staff and project team members.

Thorough knowledge of and adherence to copyright laws and ADA 508 regulations.

Thorough knowledge of at least 3 of the following core skill areas AND basic knowledge of at least one additional skill area:

- Multimedia project development and production.
- Effective navigation and interface design.
- Video and audio recording and editing methodology and techniques, CCTV, and video codes.
- Video productions, lighting, composition, and studio design.
- Multimedia-related hardware, such as laptop computers, display devices, portable DVD players, DVD/CD-ROM duplicators, scanners, DVD players/recorders, DVD/CD-ROM burners, video camcorders, digital cameras, various print devices, etc.
- Graphic design, video, cartography, or authoring software.
- Ability to obtain thorough knowledge of Agency policies and guidelines for publications and multimedia production.
- Ability to quickly adjust work schedule and work extra or unusual shift hours to service heavy production demands and current intelligence or crisis tasking.

Thorough knowledge of multimedia design/development specialty software such as Macromedia and Adobe suite of products, DVD and CD-ROM software, AVID editing systems and audio editing software, etc.

Thorough knowledge of program (web or authored) design methodology and techniques.

Thorough knowledge of software and production methodology for print, 3D animation and modeling, web, dynamic map or graphic, or multimedia programming/authoring.

Thorough knowledge of video compression and file formats.

Minimum Education

Bachelor's degree in one of the multimedia occupation specialties (i.e., graphic design, cartography, videography, multimedia art/design), or a closely related field.

Minimum Experience

Four years of progressively responsible experience in multimedia development and design
A portfolio containing at least five representative samples of recent products is required.

Technology

3D software packages Maya, Bryce and Poser

Adobe suite of products including Photoshop AfterEffects, Flash, Illustrator, Dreamweaver, Captivate, Premiere Pro, Soundbooth and Encore

DVD authoring software Sonic DVDit

Encoding software Sorensen Squeeze and MPEG Streamclip

Tools

Desktop scanner

Multimedia Apple based workstations

Narration Windows based Workstation

PC Windows based workstation

Video Camera

Work Environment

Work is primarily performed in a professional multimedia design studio using state of the art hardware and software. This position may use an on-site printing and imaging facility and may occasionally contract with an off-site service provider as required. Based on the project complexity and time constraints, extended hours may be required to complete the project in the established timeframe. Extended workdays, holiday, weekend, or shift hours may be required to support crisis events or customer requirements, based on position assignment. Occasional local, domestic, or foreign TDY travel may be required.

Supervision Received and Given

Received: General supervision and guidance on assignments from senior management. Exercises broad latitude and independent judgment and decision-making in accordance with established procedures and techniques.

Given: When serving as a project lead, exercises extensive coordination to contractor project team members and non-technical customers. Provides team leadership and technical guidance to contractor project team members. May assist supervisor with substantive guidance or technical direction for junior team members or serve as a mentor.

Multimedia Specialist - Senior

Skill Community: Logistics

Labor Group: IPS

Job Classification: Contractor

Status: Active

Date Effective: 5/17/2012

Standard Occupational Code:
 [25-9010] Audio-Visual and Multimedia Collections Specialists
 [25-9010] Audio-Visual and Multimedia Collections Specialists

Long Summary:
This is senior-level professional work in the Multimedia Specialist occupation, located in a variety of offices through the Agency. This position is responsible for the production of the most complex, high-end interactive multimedia products created to present and clarify complex subject matter to diverse audiences, including senior US government officials, senior management through the Agency and Intelligence Community, and foreign officials and leaders.

Multimedia Specialists at the senior level use a wide variety of specialized multimedia knowledge, skills, and abilities to design and develop the most sophisticated and complex multimedia products. Multimedia Specialists provide oversight and assume responsibility for project management, team leadership, customer relations, products research and content development, programming/authoring, audio and video editing, interface design, software and hardware, testing and quality control procedures. In addition senior level Multimedia Specialists design the most complex products in support of multimedia presentations including but not limited to posters, brochures, and web-based products. Personnel with experience in another occupation specialty such as graphic design and cartography are expected to use the specialty expertise in the development and design of multimedia products. Multimedia Specialists at this level possesses superior skills in the exploitation of the latest multimedia production techniques, and guides team members to effectively implement these new techniques.

Short Summary:
This position is responsible for the production of high-end interactive multimedia products created to present and clarify complex subject matter to diverse audiences.

Duties, Tasks, and Responsibilities

Delivers final product and provides instructions to customer.

- Delivers final product as CD-ROM, DVD, Web, or other unique deliverables (e.g., kiosks and exhibits) for the customer's mission requirements.
- Provides instruction to customers on aspects of the project, including navigation and specialized computer and display equipment.

Designs highly sophisticated interactive multimedia products.

- Designs and authors complex interface and navigation.
- Creates detailed artwork, such as illustrations, interactive charts, photographs, interactive maps, 3D animations, special effects.
- Ensures multimedia products are formatted appropriately for distribution and archival.
- Serves as a project manager or team lead for contractors that may include video producer/directors, graphic designers, cartographers, or multimedia designer/developers.
- Casts and rehearses actors and narrators for multimedia productions.
- Composites and edits video footage, narration, sound effects, graphics, animation and music.
- Provides advice and troubleshooting for complex interface and navigation schemes.

Develops original content.

- Researches and analyzes multimedia methodology and subject matter to develop original concepts for presenting complex ideas.
- Creates project storyboards and work plans.
- Researches and acquires necessary releases, licenses, and approvals as required.
- Provides direction and guidance to contractor project team members in the interpretation of customer requirements.
- Provides guidance in the collection of video source footage, audio sound elements, and other existing or archived graphic or cartographic materials.
- Applies personal full performance multi-media specialty expertise (graphic design, videography, cartography, or multimedia design/development) to produce the related multimedia requirements and to provide cross-specialty training to others.
- Provides periodic product content reviews for the customer, negotiating production content changes and deadlines as appropriate.

Initiates content and leads production coordination activities with the project team.

- Develops new concepts, coordinates team production methodology, and assesses whether alternative formats, media, or technology are appropriate.
- Develops unique specialty content, such as 3D animation, special visual effects, narration and sound effects, original video, audio or video editing, dynamic maps, graphics, or databases, illustrations, etc.

Performs administrative or other ad hoc duties.

- Follows-up on customer issues, questions, and/or technical problems with the product.
- Archives final product files per established guidelines.
- Prepares written reports to close out project, including details on milestones, production steps and procedures taken, and identified issues and concerns.
- Keeps apprised of industry technological enhancements and changes; assesses and selects enhancements/innovations deemed feasible and appropriate.
- Identifies and ensures the implementation of appropriate production methods.

Tests and reviews products for quality control.

- Tests integrated content on various platforms and networks to ensure viewing, interactivity, and audio/video quality.
- Reviews content with customers and other appropriate personnel (e.g., editors, scientists, analysts, cartographers, graphic designers, videographers, engineers, intelligence educators, etc.) to ensure accuracy, completeness, and correct Classification and controls or declassification based on customer requirements for viewing population and distribution.
- Incorporates revisions into the final product.

Works collaboratively with the customer to coordinate and develop plans for highly complex multimedia project production.

- Defines project goals, scope, and requirements (i.e., audience, deadline, final product format, delivery methods) for all phases of planning and production.
- Assembles and leads contractor teams.
- Interprets customer requirements and project complexity to determine team and technical resources needed for timely, accurate product delivery.
- Develops production timelines for projects.
- Advises customers on proper approach, product type, and methodology and provides effective solutions to their data presentation needs.
- Proposes alternative approaches and mediums for customer's consideration.
- Provides technical information to customer's inquiries.

Knowledge, Skills, and Abilities

Ability to utilize innovative and creative problem solving and analytical thinking skills to develop, organize, clarify, and enhance alternative approaches to the most sophisticated multimedia requirements.

Demonstrated ability to foster, develop, and lead teams.

Demonstrated skill in creating high-end navigation design and project implementation that meets customer's requirements.

Excellent interpersonal skills to work and interface with customers, senior management, technical staff and project team members.

Exceptional ability to apply the broad range of specialty software products used in multimedia productions, including Macromedia Director, Adobe product suites, and other complementary multimedia software.

Extensive knowledge of and adherence to copyright laws and ADA 508 regulations.

Extensive knowledge of multimedia design/development specialty software such as Macromedia and Adobe suite of products, DVD and CD-ROM software, AVID editing systems and audio editing software, etc.

Extensive knowledge of program (web or authored) design methodology and techniques.

Extensive knowledge of software and production methodology for print, 3D animation and modeling, web, dynamic map or graphic, or multimedia programming/authoring.

Extensive knowledge of video compression, file formats.

Minimum Education

Bachelor's degree in one of the multimedia occupation specialties (i.e., graphic design, cartography, videography, multimedia art/design), or a closely related field.

Minimum Experience

Seven years of progressively responsible experience in multimedia development and design. A portfolio containing at least 10-12 representative samples of recent products is required.

Technology

3D software packages Maya, Bryce and Poser

Adobe suite of products including Photoshop AfterEffects, Flash, Illustrator, Dreamweaver, Captivate, Premiere Pro, Soundbooth and Encore

DVD authoring software Sonic DVDit

Encoding software Sorensen Squeeze and MPEG Streamclip

Tools

Desktop scanner

Multimedia Apple based workstations

Narration Windows based Workstation

PC Windows based workstation

Video Camera

Work Environment

Work is primarily performed in a professional multimedia design studio using state of the art hardware and software. This position may use an on-site printing and imaging facility and may occasionally contract with an off-site service provider as required. Based on the project complexity and time constraints, extended hours may be required to complete the project in the established timeframe. Extended workdays, holiday, weekend, or shift hours may be required to support crisis events or customer requirements, based on position assignment. Occasional local, domestic, or foreign TDY travel may be required.

Supervision Received and Given

Received: Receives assignments, resource and project management guidance, and performance evaluation from supervisor. Works independently under general supervision.

Given: Coordinate and direct the work of other contractors and contractor teams. May assist supervisor with substantive guidance or technical direction for junior team members. Expected to serve as mentor.

Network Architect - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Work involves oversight and technical direction of system-wide issues requiring advanced levels of understanding of network theory and the specific enterprise network architecture; establishing overall strategic network standards and priorities; providing the highest level of technical guidance and direction in the design and implementation of networking solutions; analyzing the optimization of network system performance; overseeing the strategic interface of network systems configuration; using and incorporating broad technical knowledge of the diverse business areas within the enterprise in the assessment of network engineering technologies, computing systems hardware and software protocols. Additionally, positions provide high-level technical advice and guidance to managers and technical resources on which network technologies can be utilized to meet current and future organizational needs.

Short Summary:

Work involves oversight and technical direction of system-wide issues requiring advanced levels of understanding of network theory and the specific enterprise network architecture; establishing overall strategic network standards and priorities; providing the highest level of technical guidance and direction in the design and implementation of networking solutions; analyzing the optimization of network system performance; overseeing the strategic interface of network systems configuration; using and incorporating broad technical knowledge of the diverse business areas within the enterprise in the assessment of network engineering technologies, computing systems hardware and software protocols. Additionally, positions provide high-level technical advice and guidance to managers and technical resources on which network technologies can be utilized to meet current and future organizational needs.

Duties, Tasks, and Responsibilities

Assigns and coordinates individual and staff activities, prioritizing assignments to meet assigned deadlines and allocating funds and resources.

Depending upon assignment may perform supervisory duties.

Establishes overall network standards and priorities; analyzes the optimization of network system performance.

Monitors the day-to-day office activities, prioritizing assignments to meet assigned deadlines and allocating funds and resources.

Oversees the design, evaluation, selection, implementation and support of major networks; reviews and evaluates network performance, risk and financial analysis feasibility studies.

Oversees the strategic interface of network systems configuration; strategically plans new configurations for operation into the network, using knowledge of the characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance.

Provides complete assessments of the technical characteristics of the proposals and alternatives considered to optimize network performance.

Serves as coach and/or mentor to introduce new approaches and to facilitate performance.

Serves as the lead technical expert for the organization in the strategic oversight and planning for network engineering projects and programs.

Knowledge, Skills, and Abilities

Ability to analyze, evaluate, design and recommend network and cabling infrastructure architecture.

Ability to develop and prepare complex technical documents, reports and proposals.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining network systems configurations.

Ability to effectively monitor program/project development.

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to translate technical terminology in terms understandable to management and technical staff and resources.

Considerable knowledge of Project Management concepts and principles.

Considerable knowledge of bandwidth application requirements, routing through network devices or Public Network Extensions.

Considerable knowledge of network operating systems.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Thorough knowledge of new network architectures and implementation of networked computer systems emphasizing multiple platform environments.

Thorough knowledge of the TCP IP protocol suite, IP subnets and masking, and routing protocols.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Architect - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Work involves oversight and technical direction of system-wide issues requiring advanced levels of understanding of network theory and the specific enterprise network architecture; establishing overall strategic network standards and priorities; providing the highest level of technical guidance and direction in the design and implementation of networking solutions; analyzing the optimization of network system performance; overseeing the strategic interface of network systems configuration; using and incorporating broad technical knowledge of the diverse business areas within the enterprise in the assessment of network engineering technologies, computing systems hardware and software protocols. Additionally, positions provide high-level technical advice and guidance to managers and technical resources on which network technologies can be utilized to meet current and future organizational needs.

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Duties, Tasks, and Responsibilities

Assigns and coordinates individual and staff activities, prioritizing assignments to meet assigned deadlines and allocating funds and resources.

Depending upon assignment may perform supervisory duties.

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Serves as coach and/or mentor to introduce new approaches and to facilitate performance.

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Knowledge, Skills, and Abilities

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Ability to develop and prepare complex technical documents, reports and proposals.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining network systems configurations.

Ability to effectively monitor program/project development.

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to translate technical terminology in terms understandable to management and technical staff and resources.

Considerable knowledge of Project Management concepts and principles.

Considerable knowledge of bandwidth application requirements, routing through network devices or Public Network Extensions.

Considerable knowledge of network operating systems.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Thorough knowledge of new network architectures and implementation of networked computer systems emphasizing multiple platform environments.

Thorough knowledge of the TCP IP protocol suite, IP subnets and masking, and routing protocols.

Minimum Education

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Architect - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Depending upon assignment may perform supervisory duties.

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Provides complete assessments of the technical characteristics of the proposals and alternatives considered to optimize network performance.

Serves as coach and/or mentor to introduce new approaches and to facilitate performance.

Serves as the lead technical expert for the organization in the strategic oversight and planning for network engineering projects and programs.

Knowledge, Skills, and Abilities

Ability to analyze, evaluate, design and recommend network and cabling infrastructure architecture.

Ability to develop and prepare complex technical documents, reports and proposals.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining network systems configurations.

Ability to effectively monitor program/project development.

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to translate technical terminology in terms understandable to management and technical staff and resources.

Considerable knowledge of Project Management concepts and principles.

Considerable knowledge of bandwidth application requirements, routing through network devices or Public Network Extensions.

Considerable knowledge of network operating systems.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Thorough knowledge of new network architectures and implementation of networked computer systems emphasizing multiple platform environments.

Thorough knowledge of the TCP IP protocol suite, IP subnets and masking, and routing protocols.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Architect - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

Assigns and coordinates individual and staff activities, prioritizing assignments to meet assigned deadlines and allocating funds and resources.

Depending upon assignment may perform supervisory duties.

Establishes overall network standards and priorities; analyzes the optimization of network system performance.

Monitors the day-to-day office activities, prioritizing assignments to meet assigned deadlines and allocating funds and resources.

Oversees the design, evaluation, selection, implementation and support of major networks; reviews and evaluates network performance, risk and financial analysis feasibility studies.

Oversees the strategic interface of network systems configuration; strategically plans new configurations for operation into the network, using knowledge of the characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance.

Provides complete assessments of the technical characteristics of the proposals and alternatives considered to optimize network performance.

Serves as coach and/or mentor to introduce new approaches and to facilitate performance.

Serves as the lead technical expert for the organization in the strategic oversight and planning for network engineering projects and programs.

Knowledge, Skills, and Abilities

Ability to analyze, evaluate, design and recommend network and cabling infrastructure architecture.

Ability to develop and prepare complex technical documents, reports and proposals.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining network systems configurations.

Ability to effectively monitor program/project development.

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to translate technical terminology in terms understandable to management and technical staff and resources.

Considerable knowledge of Project Management concepts and principles.

Considerable knowledge of bandwidth application requirements, routing through network devices or Public Network Extensions.

Considerable knowledge of network operating systems.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Thorough knowledge of new network architectures and implementation of networked computer systems emphasizing multiple platform environments.

Thorough knowledge of the TCP IP protocol suite, IP subnets and masking, and routing protocols.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Architect - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Work involves oversight and technical direction of system-wide issues requiring advanced levels of understanding of network theory and the specific enterprise network architecture; establishing overall strategic network standards and priorities; providing the highest level of technical guidance and direction in the design and implementation of networking solutions; analyzing the optimization of network system performance; overseeing the strategic interface of network systems configuration; using and incorporating broad technical knowledge of the diverse business areas within the enterprise in the assessment of network engineering technologies, computing systems hardware and software protocols. Additionally, positions provide high-level technical advice and guidance to managers and technical resources on which network technologies can be utilized to meet current and future organizational needs.

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Serves as the lead technical expert for the organization in the strategic oversight and planning for network engineering projects and programs.

Knowledge, Skills, and Abilities

Ability to analyze, evaluate, design and recommend network and cabling infrastructure architecture.

Ability to develop and prepare complex technical documents, reports and proposals.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining network systems configurations.

Ability to effectively monitor program/project development.

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to translate technical terminology in terms understandable to management and technical staff and resources.

Considerable knowledge of Project Management concepts and principles.

Considerable knowledge of bandwidth application requirements, routing through network devices or Public Network Extensions.

Considerable knowledge of network operating systems.

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Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

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Supervision Received and Given

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Network Architect - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Thorough knowledge of the TCP IP protocol suite, IP subnets and masking, and routing protocols.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Designer - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Determine user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO's computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

Short Summary:

Determine user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO's computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

Duties, Tasks, and Responsibilities

Adjust network sizes to meet volume or capacity demands

Communicate with customers, sales staff, or marketing staff to determine customer needs

Communicate with vendors to gather information about products, to alert them to future needs, to resolve problems, or to address systems maintenance issues

Coordinate installation of new equipment

Coordinate network operations, maintenance, repairs, or upgrades

Coordinate network or design activities with designers of associated networks

Design, build, or operate equipment configuration prototypes, including network hardware, software, servers, or server operation systems

Design, organize, and deliver product awareness, skills transfer, and product education sessions for staff and suppliers

Determine specific network hardware or software requirements, such as platforms, interfaces, bandwidths, or routine schemas

Develop and implement solutions for network problems

Develop conceptual, logical, or physical network designs

Develop disaster recovery plans

Develop network related documentation

Develop or maintain project-reporting systems

Develop or recommend network security measures, such as firewalls, network security audits, or automated security probes

Develop plans or budgets for network equipment replacement

Develop procedures to track and report network availability, reliability, capacity, or utilization

Estimate time and materials needed to complete projects

Evaluate network designs to determine if requirements are met efficiently and effectively

Explain design specifications to integration or test engineers

Monitor and analyze network performance and data input/output reports to detect problems, identify inefficient use of computer resources, or perform capacity planning

Participate in network technology upgrade or expansion projects, including installation of hardware and software and integration testing

Prepare design presentations and proposals for staff or customers

Prepare detailed network specifications, including diagrams, charts, equipment configurations, and recommended technologies

Prepare or monitor project schedules, budgets, or cost control systems

Research and test new or modified hardware or software products to determine performance and interoperability

Supervise engineers and other staff in the design or implementation of network solutions

Use network computer-aided design (CAD) software packages to optimize network designs

Knowledge, Skills, and Abilities

Ability to analyze, evaluate, design and recommend network and cabling infrastructure architecture.

Ability to develop and prepare complex technical documents, reports and proposals.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining network systems configurations.

Ability to effectively monitor program/project development.

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to translate technical terminology in terms understandable to management and technical staff and resources.

Considerable knowledge of Project Management concepts and principles.

Considerable knowledge of bandwidth application requirements, routing through network devices or Public Network Extensions.

Considerable knowledge of network operating systems.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Thorough knowledge of new network architectures and implementation of networked computer systems emphasizing multiple platform environments.

Thorough knowledge of the TCP IP protocol suite, IP subnets and masking, and routing protocols.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Designer - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 10/2/2012

Standard Occupational Code:
 [15-1143] Computer Network Architects
 [15-1143] Computer Network Architects

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Determine user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO's computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

Short Summary:
Determine user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO's computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

Duties, Tasks, and Responsibilities

Adjust network sizes to meet volume or capacity demands

Communicate with customers, sales staff, or marketing staff to determine customer needs

Communicate with vendors to gather information about products, to alert them to future needs, to resolve problems, or to address systems maintenance issues

Coordinate installation of new equipment

Coordinate network operations, maintenance, repairs, or upgrades

Coordinate network or design activities with designers of associated networks

Design, build, or operate equipment configuration prototypes, including network hardware, software, servers, or server operation systems

Design, organize, and deliver product awareness, skills transfer, and product education sessions for staff and suppliers

Determine specific network hardware or software requirements, such as platforms, interfaces, bandwidths, or routine schemas

Develop and implement solutions for network problems

Develop conceptual, logical, or physical network designs

Develop disaster recovery plans

Develop network related documentation

Develop or maintain project-reporting systems

Develop or recommend network security measures, such as firewalls, network security audits, or automated security probes

Develop plans or budgets for network equipment replacement

Develop procedures to track and report network availability, reliability, capacity, or utilization

Estimate time and materials needed to complete projects

Evaluate network designs to determine if requirements are met efficiently and effectively

Explain design specifications to integration or test engineers

Monitor and analyze network performance and data input/output reports to detect problems, identify inefficient use of computer resources, or perform capacity planning

Participate in network technology upgrade or expansion projects, including installation of hardware and software and integration testing

Prepare design presentations and proposals for staff or customers

Prepare detailed network specifications, including diagrams, charts, equipment configurations, and recommended technologies

Prepare or monitor project schedules, budgets, or cost control systems

Research and test new or modified hardware or software products to determine performance and interoperability

Supervise engineers and other staff in the design or implementation of network solutions

Use network computer-aided design (CAD) software packages to optimize network designs

Knowledge, Skills, and Abilities

Ability to analyze, evaluate, design and recommend network and cabling infrastructure architecture.

Ability to develop and prepare complex technical documents, reports and proposals.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining network systems configurations.

Ability to effectively monitor program/project development.

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to translate technical terminology in terms understandable to management and technical staff and resources.

Considerable knowledge of Project Management concepts and principles.

Considerable knowledge of bandwidth application requirements, routing through network devices or Public Network Extensions.

Considerable knowledge of network operating systems.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Thorough knowledge of new network architectures and implementation of networked computer systems emphasizing multiple platform environments.

Thorough knowledge of the TCP IP protocol suite, IP subnets and masking, and routing protocols.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Designer - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Determine user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO's computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

Short Summary:

Determine user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO's computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

Duties, Tasks, and Responsibilities

Adjust network sizes to meet volume or capacity demands

Communicate with customers, sales staff, or marketing staff to determine customer needs

Communicate with vendors to gather information about products, to alert them to future needs, to resolve problems, or to address systems maintenance issues

Coordinate installation of new equipment

Coordinate network operations, maintenance, repairs, or upgrades

Coordinate network or design activities with designers of associated networks

Design, build, or operate equipment configuration prototypes, including network hardware, software, servers, or server operation systems

Design, organize, and deliver product awareness, skills transfer, and product education sessions for staff and suppliers

Determine specific network hardware or software requirements, such as platforms, interfaces, bandwidths, or routine schemas

Develop and implement solutions for network problems

Develop conceptual, logical, or physical network designs

Develop disaster recovery plans

Develop network related documentation

Develop or maintain project-reporting systems

Develop or recommend network security measures, such as firewalls, network security audits, or automated security probes

Develop plans or budgets for network equipment replacement

Develop procedures to track and report network availability, reliability, capacity, or utilization

Estimate time and materials needed to complete projects

Evaluate network designs to determine if requirements are met efficiently and effectively

Explain design specifications to integration or test engineers

Monitor and analyze network performance and data input/output reports to detect problems, identify inefficient use of computer resources, or perform capacity planning

Participate in network technology upgrade or expansion projects, including installation of hardware and software and integration testing

Prepare design presentations and proposals for staff or customers

Prepare detailed network specifications, including diagrams, charts, equipment configurations, and recommended technologies

Prepare or monitor project schedules, budgets, or cost control systems

Research and test new or modified hardware or software products to determine performance and interoperability

Supervise engineers and other staff in the design or implementation of network solutions

Use network computer-aided design (CAD) software packages to optimize network designs

Knowledge, Skills, and Abilities

Ability to analyze, evaluate, design and recommend network and cabling infrastructure architecture.

Ability to develop and prepare complex technical documents, reports and proposals.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining network systems configurations.

Ability to effectively monitor program/project development.

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to translate technical terminology in terms understandable to management and technical staff and resources.

Considerable knowledge of Project Management concepts and principles.

Considerable knowledge of bandwidth application requirements, routing through network devices or Public Network Extensions.

Considerable knowledge of network operating systems.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Thorough knowledge of new network architectures and implementation of networked computer systems emphasizing multiple platform environments.

Thorough knowledge of the TCP IP protocol suite, IP subnets and masking, and routing protocols.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Designer - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Determine user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO's computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

Short Summary:

Determine user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO's computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

Duties, Tasks, and Responsibilities

Adjust network sizes to meet volume or capacity demands

Communicate with customers, sales staff, or marketing staff to determine customer needs

Communicate with vendors to gather information about products, to alert them to future needs, to resolve problems, or to address systems maintenance issues

Coordinate installation of new equipment

Coordinate network operations, maintenance, repairs, or upgrades

Coordinate network or design activities with designers of associated networks

Design, build, or operate equipment configuration prototypes, including network hardware, software, servers, or server operation systems

Design, organize, and deliver product awareness, skills transfer, and product education sessions for staff and suppliers

Determine specific network hardware or software requirements, such as platforms, interfaces, bandwidths, or routine schemas

Develop and implement solutions for network problems

Develop conceptual, logical, or physical network designs

Develop disaster recovery plans

Develop network related documentation

Develop or maintain project-reporting systems

Develop or recommend network security measures, such as firewalls, network security audits, or automated security probes

Develop plans or budgets for network equipment replacement

Develop procedures to track and report network availability, reliability, capacity, or utilization

Estimate time and materials needed to complete projects

Evaluate network designs to determine if requirements are met efficiently and effectively

Explain design specifications to integration or test engineers

Monitor and analyze network performance and data input/output reports to detect problems, identify inefficient use of computer resources, or perform capacity planning

Participate in network technology upgrade or expansion projects, including installation of hardware and software and integration testing

Prepare design presentations and proposals for staff or customers

Prepare detailed network specifications, including diagrams, charts, equipment configurations, and recommended technologies

Prepare or monitor project schedules, budgets, or cost control systems

Research and test new or modified hardware or software products to determine performance and interoperability

Supervise engineers and other staff in the design or implementation of network solutions

Use network computer-aided design (CAD) software packages to optimize network designs

Knowledge, Skills, and Abilities

Ability to analyze, evaluate, design and recommend network and cabling infrastructure architecture.

Ability to develop and prepare complex technical documents, reports and proposals.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining network systems configurations.

Ability to effectively monitor program/project development.

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to translate technical terminology in terms understandable to management and technical staff and resources.

Considerable knowledge of Project Management concepts and principles.

Considerable knowledge of bandwidth application requirements, routing through network devices or Public Network Extensions.

Considerable knowledge of network operating systems.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Thorough knowledge of new network architectures and implementation of networked computer systems emphasizing multiple platform environments.

Thorough knowledge of the TCP IP protocol suite, IP subnets and masking, and routing protocols.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Designer - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.   Determine user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO's computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

Short Summary:

Determine user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO's computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

Duties, Tasks, and Responsibilities

Adjust network sizes to meet volume or capacity demands

Communicate with customers, sales staff, or marketing staff to determine customer needs

Communicate with vendors to gather information about products, to alert them to future needs, to resolve problems, or to address systems maintenance issues

Coordinate installation of new equipment

Coordinate network operations, maintenance, repairs, or upgrades

Coordinate network or design activities with designers of associated networks

Design, build, or operate equipment configuration prototypes, including network hardware, software, servers, or server operation systems

Design, organize, and deliver product awareness, skills transfer, and product education sessions for staff and suppliers

Determine specific network hardware or software requirements, such as platforms, interfaces, bandwidths, or routine schemas

Develop and implement solutions for network problems

Develop conceptual, logical, or physical network designs

Develop disaster recovery plans

Develop network related documentation

Develop or maintain project-reporting systems

Develop or recommend network security measures, such as firewalls, network security audits, or automated security probes

Develop plans or budgets for network equipment replacement

Develop procedures to track and report network availability, reliability, capacity, or utilization

Estimate time and materials needed to complete projects

Evaluate network designs to determine if requirements are met efficiently and effectively

Explain design specifications to integration or test engineers

Monitor and analyze network performance and data input/output reports to detect problems, identify inefficient use of computer resources, or perform capacity planning

Participate in network technology upgrade or expansion projects, including installation of hardware and software and integration testing

Prepare design presentations and proposals for staff or customers

Prepare detailed network specifications, including diagrams, charts, equipment configurations, and recommended technologies

Prepare or monitor project schedules, budgets, or cost control systems

Research and test new or modified hardware or software products to determine performance and interoperability

Supervise engineers and other staff in the design or implementation of network solutions

Use network computer-aided design (CAD) software packages to optimize network designs

Knowledge, Skills, and Abilities

Ability to analyze, evaluate, design and recommend network and cabling infrastructure architecture.

Ability to develop and prepare complex technical documents, reports and proposals.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining network systems configurations.

Ability to effectively monitor program/project development.

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to translate technical terminology in terms understandable to management and technical staff and resources.

Considerable knowledge of Project Management concepts and principles.

Considerable knowledge of bandwidth application requirements, routing through network devices or Public Network Extensions.

Considerable knowledge of network operating systems.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Thorough knowledge of new network architectures and implementation of networked computer systems emphasizing multiple platform environments.

Thorough knowledge of the TCP IP protocol suite, IP subnets and masking, and routing protocols.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Designer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Determine user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO's computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

Short Summary:
Determine user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO's computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

Duties, Tasks, and Responsibilities

Adjust network sizes to meet volume or capacity demands

Communicate with customers, sales staff, or marketing staff to determine customer needs

Communicate with vendors to gather information about products, to alert them to future needs, to resolve problems, or to address systems maintenance issues

Coordinate installation of new equipment

Coordinate network operations, maintenance, repairs, or upgrades

Coordinate network or design activities with designers of associated networks

Design, build, or operate equipment configuration prototypes, including network hardware, software, servers, or server operation systems

Design, organize, and deliver product awareness, skills transfer, and product education sessions for staff and suppliers

Determine specific network hardware or software requirements, such as platforms, interfaces, bandwidths, or routine schemas

Develop and implement solutions for network problems

Develop conceptual, logical, or physical network designs

Develop disaster recovery plans

Develop network related documentation

Develop or maintain project-reporting systems

Develop or recommend network security measures, such as firewalls, network security audits, or automated security probes

Develop plans or budgets for network equipment replacement

Develop procedures to track and report network availability, reliability, capacity, or utilization

Estimate time and materials needed to complete projects

Evaluate network designs to determine if requirements are met efficiently and effectively

Explain design specifications to integration or test engineers

Monitor and analyze network performance and data input/output reports to detect problems, identify inefficient use of computer resources, or perform capacity planning

Participate in network technology upgrade or expansion projects, including installation of hardware and software and integration testing

Prepare design presentations and proposals for staff or customers

Prepare detailed network specifications, including diagrams, charts, equipment configurations, and recommended technologies

Prepare or monitor project schedules, budgets, or cost control systems

Research and test new or modified hardware or software products to determine performance and interoperability

Supervise engineers and other staff in the design or implementation of network solutions

Use network computer-aided design (CAD) software packages to optimize network designs

Knowledge, Skills, and Abilities

Ability to analyze, evaluate, design and recommend network and cabling infrastructure architecture.

Ability to develop and prepare complex technical documents, reports and proposals.

Ability to effectively diagnose, isolate and expediently resolve complex problems pertaining network systems configurations.

Ability to effectively monitor program/project development.

Ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to translate technical terminology in terms understandable to management and technical staff and resources.

Considerable knowledge of Project Management concepts and principles.

Considerable knowledge of bandwidth application requirements, routing through network devices or Public Network Extensions.

Considerable knowledge of network operating systems.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Thorough knowledge of new network architectures and implementation of networked computer systems emphasizing multiple platform environments.

Thorough knowledge of the TCP IP protocol suite, IP subnets and masking, and routing protocols.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Engineer - Developmental

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The INFOSEC and COMSEC security requirements for the network add to the complexity of these positions. Positions at this level are responsible for performing moderately complex network designs; performing upgrades to limited segments of the network, and performing routine network operations and maintenance (O&M).

Short Summary:
The INFOSEC and COMSEC security requirements for the network add to the complexity of these positions. Positions at this level are responsible for performing moderately complex network designs; performing upgrades to limited segments of the network, and performing routine network operations and maintenance (O&M).

Duties, Tasks, and Responsibilities

With limited guidance, performs moderately complex O&M activities. Utilize network analysis tools to identify performance problems in the network. ☐Incumbents follow troubleshooting procedures for restoring the network to optimal performance levels. They assist senior technical staff in preparing troubleshooting procedures for restoring the network to optimal performance levels.

With limited guidance, performs moderately complex network designs using existing technology. ☐Plans network configurations for integration into the network, using knowledge of the performance characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance. ☐Incumbents prepare technical proposals for presentation to the 's engineering review boards to add new technologies to the network.

With limited guidance, performs routine to moderately complex network upgrades. Reviews user requests for upgrades or additions to the network to assess impact on network performance and provides advice and guidance on the most practical technical approach to meeting user requirements. ☐Plans upgrades to existing network configurations, using knowledge of the performance characteristics of the systems being upgraded and the specifications for network interfaces to insure effective integration and optimal network performance. Incumbents prepare technical proposals for presentation to the 's engineering review boards for upgrading existing technologies.

Knowledge, Skills, and Abilities

Ability to draft requirements documents, correspondence and procedures in accordance with policies.

Ability to provide basic explanation of technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to utilize basic network analysis tools to resolve routine network performance problems.

Ability to work in a team environment.

Good interpersonal skills to resolve problems in a professional manner.

Problem Solving — identifying problems and reviewing known implement solutions.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Working knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining their network.

Working knowledge of their Communications and Information Security policies and practices.

Working knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Engineer - Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The INFOSEC and COMSEC security requirements for the network add to the complexity of these positions. Positions at this level are responsible for performing moderately complex network designs; performing upgrades to limited segments of the network, and performing routine network operations and maintenance (O&M).

Short Summary:
The INFOSEC and COMSEC security requirements for the network add to the complexity of these positions. Positions at this level are responsible for performing moderately complex network designs; performing upgrades to limited segments of the network, and performing routine network operations and maintenance (O&M).

Duties, Tasks, and Responsibilities

With limited guidance, performs moderately complex O&M activities. Utilize network analysis tools to identify performance problems in the network. ☐Incumbents follow troubleshooting procedures for restoring the network to optimal performance levels. They assist senior technical staff in preparing troubleshooting procedures for restoring the network to optimal performance levels.

With limited guidance, performs moderately complex network designs using existing technology. ☐Plans network configurations for integration into the network, using knowledge of the performance characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance. ☐Incumbents prepare technical proposals for presentation to the 's engineering review boards to add new technologies to the network.

With limited guidance, performs routine to moderately complex network upgrades. Reviews user requests for upgrades or additions to the network to assess impact on network performance and provides advice and guidance on the most practical technical approach to meeting user requirements. ☐Plans upgrades to existing network configurations, using knowledge of the performance characteristics of the systems being upgraded and the specifications for network interfaces to insure effective integration and optimal network performance. Incumbents prepare technical proposals for presentation to the 's engineering review boards for upgrading existing technologies.

Knowledge, Skills, and Abilities

Ability to draft requirements documents, correspondence and procedures in accordance with policies.

Ability to provide basic explanation of technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to utilize basic network analysis tools to resolve routine network performance problems.

Ability to work in a team environment.

Good interpersonal skills to resolve problems in a professional manner.

Problem Solving — identifying problems and reviewing known implement solutions.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Working knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining their network.

Working knowledge of their Communications and Information Security policies and practices.

Working knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Engineer - Full Performance

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The INFOSEC and COMSEC security requirements for the network add to the complexity of these positions. Positions at this level are responsible for performing moderately complex network designs; performing upgrades to limited segments of the network, and performing routine network operations and maintenance (O&M).

Short Summary:
The INFOSEC and COMSEC security requirements for the network add to the complexity of these positions. Positions at this level are responsible for performing moderately complex network designs; performing upgrades to limited segments of the network, and performing routine network operations and maintenance (O&M).

Duties, Tasks, and Responsibilities

With limited guidance, performs moderately complex O&M activities. Utilize network analysis tools to identify performance problems in the network. ☐Incumbents follow troubleshooting procedures for restoring the network to optimal performance levels. They assist senior technical staff in preparing troubleshooting procedures for restoring the network to optimal performance levels.

With limited guidance, performs moderately complex network designs using existing technology. ☐Plans network configurations for integration into the network, using knowledge of the performance characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance. ☐Incumbents prepare technical proposals for presentation to the 's engineering review boards to add new technologies to the network.

With limited guidance, performs routine to moderately complex network upgrades. Reviews user requests for upgrades or additions to the network to assess impact on network performance and provides advice and guidance on the most practical technical approach to meeting user requirements. ☐Plans upgrades to existing network configurations, using knowledge of the performance characteristics of the systems being upgraded and the specifications for network interfaces to insure effective integration and optimal network performance. Incumbents prepare technical proposals for presentation to the 's engineering review boards for upgrading existing technologies.

Knowledge, Skills, and Abilities

Ability to draft requirements documents, correspondence and procedures in accordance with policies.

Ability to provide basic explanation of technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to utilize basic network analysis tools to resolve routine network performance problems.

Ability to work in a team environment.

Good interpersonal skills to resolve problems in a professional manner.

Problem Solving — identifying problems and reviewing known implement solutions.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Working knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining their network.

Working knowledge of their Communications and Information Security policies and practices.

Working knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation

of contractor performance will be completed by the government at the contract level.

Network Engineer - Manager

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The INFOSEC and COMSEC security requirements for the network add to the complexity of these positions. Positions at this level are responsible for performing moderately complex network designs; performing upgrades to limited segments of the network, and performing routine network operations and maintenance (O&M).

Short Summary:
The INFOSEC and COMSEC security requirements for the network add to the complexity of these positions. Positions at this level are responsible for performing moderately complex network designs; performing upgrades to limited segments of the network, and performing routine network operations and maintenance (O&M).

Duties, Tasks, and Responsibilities

With limited guidance, performs moderately complex O&M activities. Utilize network analysis tools to identify performance problems in the network. ☐Incumbents follow troubleshooting procedures for restoring the network to optimal performance levels. They assist senior technical staff in preparing troubleshooting procedures for restoring the network to optimal performance levels.

With limited guidance, performs moderately complex network designs using existing technology. ☐Plans network configurations for integration into the network, using knowledge of the performance characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance. ☐Incumbents prepare technical proposals for presentation to the 's engineering review boards to add new technologies to the network.

With limited guidance, performs routine to moderately complex network upgrades. Reviews user requests for upgrades or additions to the network to assess impact on network performance and provides advice and guidance on the most practical technical approach to meeting user requirements. ☐Plans upgrades to existing network configurations, using knowledge of the performance characteristics of the systems being upgraded and the specifications for network interfaces to insure effective integration and optimal network performance. Incumbents prepare technical proposals for presentation to the 's engineering review boards for upgrading existing technologies.

Knowledge, Skills, and Abilities

Ability to draft requirements documents, correspondence and procedures in accordance with policies.

Ability to provide basic explanation of technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to utilize basic network analysis tools to resolve routine network performance problems.

Ability to work in a team environment.

Good interpersonal skills to resolve problems in a professional manner.

Problem Solving — identifying problems and reviewing known implement solutions.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Working knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining their network.

Working knowledge of their Communications and Information Security policies and practices.

Working knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Engineer - Senior

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.The INFOSEC and COMSEC security requirements for the network add to the complexity of these positions. Positions at this level are responsible for performing moderately complex network designs; performing upgrades to limited segments of the network, and performing routine network operations and maintenance (O&M).

Short Summary:
The INFOSEC and COMSEC security requirements for the network add to the complexity of these positions. Positions at this level are responsible for performing moderately complex network designs; performing upgrades to limited segments of the network, and performing routine network operations and maintenance (O&M).

Duties, Tasks, and Responsibilities

With limited guidance, performs moderately complex O&M activities. Utilize network analysis tools to identify performance problems in the network. ☐Incumbents follow troubleshooting procedures for restoring the network to optimal performance levels. They assist senior technical staff in preparing troubleshooting procedures for restoring the network to optimal performance levels.

With limited guidance, performs moderately complex network designs using existing technology. ☐Plans network configurations for integration into the network, using knowledge of the performance characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance. ☐Incumbents prepare technical proposals for presentation to the 's engineering review boards to add new technologies to the network.

With limited guidance, performs routine to moderately complex network upgrades. Reviews user requests for upgrades or additions to the network to assess impact on network performance and provides advice and guidance on the most practical technical approach to meeting user requirements. ☐Plans upgrades to existing network configurations, using knowledge of the performance characteristics of the systems being upgraded and the specifications for network interfaces to insure effective integration and optimal network performance. Incumbents prepare technical proposals for presentation to the 's engineering review boards for upgrading existing technologies.

Knowledge, Skills, and Abilities

Ability to draft requirements documents, correspondence and procedures in accordance with policies.

Ability to provide basic explanation of technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to utilize basic network analysis tools to resolve routine network performance problems.

Ability to work in a team environment.

Good interpersonal skills to resolve problems in a professional manner.

Problem Solving — identifying problems and reviewing known implement solutions.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Working knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining their network.

Working knowledge of their Communications and Information Security policies and practices.

Working knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Engineer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The INFOSEC and COMSEC security requirements for the network add to the complexity of these positions. Positions at this level are responsible for performing moderately complex network designs; performing upgrades to limited segments of the network, and performing routine network operations and maintenance (O&M).

Short Summary:
The INFOSEC and COMSEC security requirements for the network add to the complexity of these positions. Positions at this level are responsible for performing moderately complex network designs; performing upgrades to limited segments of the network, and performing routine network operations and maintenance (O&M).

Duties, Tasks, and Responsibilities

With limited guidance, performs moderately complex O&M activities. Utilize network analysis tools to identify performance problems in the network. Incumbents follow troubleshooting procedures for restoring the network to optimal performance levels. They assist senior technical staff in preparing troubleshooting procedures for restoring the network to optimal performance levels.

With limited guidance, performs moderately complex network designs using existing technology. Plans network configurations for integration into the network, using knowledge of the performance characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance. Incumbents prepare technical proposals for presentation to the 's engineering review boards to add new technologies to the network.

With limited guidance, performs routine to moderately complex network upgrades. Reviews user requests for upgrades or additions to the network to assess impact on network performance and provides advice and guidance on the most practical technical approach to meeting user requirements. Plans upgrades to existing network configurations, using knowledge of the performance characteristics of the systems being upgraded and the specifications for network interfaces to insure effective integration and optimal network performance. Incumbents prepare technical proposals for presentation to the 's engineering review boards for upgrading existing technologies.

Knowledge, Skills, and Abilities

Ability to draft requirements documents, correspondence and procedures in accordance with policies.

Ability to provide basic explanation of technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Ability to utilize basic network analysis tools to resolve routine network performance problems.

Ability to work in a team environment.

Good interpersonal skills to resolve problems in a professional manner.

Problem Solving — identifying problems and reviewing known implement solutions.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Working knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining their network.

Working knowledge of their Communications and Information Security policies and practices.

Working knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Systems Analyst - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

Short Summary:

Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

Duties, Tasks, and Responsibilities

Adapt and modify existing software to meet specific needs.

Assist users to diagnose and solve data communication problems.

Design and implement systems, network configurations, and network architecture, including hardware and software technology, site locations, and integration of technologies.

Develop and write procedures for installation, use, and troubleshooting of communications hardware and software.

Identify areas of operation that need upgraded equipment such as modems, fiber optic cables, and telephone wires.

Maintain needed files by adding and deleting files on the network server and backing up files to guarantee their safety in the event of problems with the network.

Maintain the peripherals, such as printers, that are connected to the network.

Monitor system performance and provide security measures, troubleshooting and maintenance as needed.

Set up user accounts, regulating and monitoring file access to ensure confidentiality and proper use.

Train users in use of equipment.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Installation — Installing equipment, machines, wiring, or programs to meet specifications.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

Transaction security and virus protection software — CA eTrust; Encryption software; Penetration testing software; Virus scanning software

Tools

Integrated services digital network ISDN testers — Integrated services digital network ISDN analyzers

Multimeters — Network multimeters

Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Network connectivity testers; Wide area network WAN analyzers

Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Systems Analyst - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

Short Summary:

Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

Duties, Tasks, and Responsibilities

Adapt and modify existing software to meet specific needs.

Assist users to diagnose and solve data communication problems.

Design and implement systems, network configurations, and network architecture, including hardware and software technology, site locations, and integration of technologies.

Develop and write procedures for installation, use, and troubleshooting of communications hardware and software.

Identify areas of operation that need upgraded equipment such as modems, fiber optic cables, and telephone wires.

Maintain needed files by adding and deleting files on the network server and backing up files to guarantee their safety in the event of problems with the network.

Maintain the peripherals, such as printers, that are connected to the network.

Monitor system performance and provide security measures, troubleshooting and maintenance as needed.

Set up user accounts, regulating and monitoring file access to ensure confidentiality and proper use.

Train users in use of equipment.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Installation — Installing equipment, machines, wiring, or programs to meet specifications.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

Transaction security and virus protection software — CA eTrust; Encryption software; Penetration testing software; Virus scanning software

Tools

Integrated services digital network ISDN testers — Integrated services digital network ISDN analyzers

Multimeters — Network multimeters

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Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Systems Analyst - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

Short Summary:

Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

Duties, Tasks, and Responsibilities

Adapt and modify existing software to meet specific needs.

Assist users to diagnose and solve data communication problems.

Design and implement systems, network configurations, and network architecture, including hardware and software technology, site locations, and integration of technologies.

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Identify areas of operation that need upgraded equipment such as modems, fiber optic cables, and telephone wires.

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Maintain the peripherals, such as printers, that are connected to the network.

Monitor system performance and provide security measures, troubleshooting and maintenance as needed.

Set up user accounts, regulating and monitoring file access to ensure confidentiality and proper use.

Train users in use of equipment.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

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Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

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Installation — Installing equipment, machines, wiring, or programs to meet specifications.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

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Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

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Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

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Transaction security and virus protection software — CA eTrust; Encryption software; Penetration testing software; Virus scanning software

Tools

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Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Systems Analyst - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

Short Summary:

Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

Duties, Tasks, and Responsibilities

Adapt and modify existing software to meet specific needs.

Assist users to diagnose and solve data communication problems.

Design and implement systems, network configurations, and network architecture, including hardware and software technology, site locations, and integration of technologies.

Develop and write procedures for installation, use, and troubleshooting of communications hardware and software.

Identify areas of operation that need upgraded equipment such as modems, fiber optic cables, and telephone wires.

Maintain needed files by adding and deleting files on the network server and backing up files to guarantee their safety in the event of problems with the network.

Maintain the peripherals, such as printers, that are connected to the network.

Monitor system performance and provide security measures, troubleshooting and maintenance as needed.

Set up user accounts, regulating and monitoring file access to ensure confidentiality and proper use.

Train users in use of equipment.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Installation — Installing equipment, machines, wiring, or programs to meet specifications.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

Transaction security and virus protection software — CA eTrust; Encryption software; Penetration testing software; Virus scanning software

Tools

Integrated services digital network ISDN testers — Integrated services digital network ISDN analyzers

Multimeters — Network multimeters

Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Network connectivity testers; Wide area network WAN analyzers

Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Systems Analyst - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

Short Summary:

Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

Duties, Tasks, and Responsibilities

Adapt and modify existing software to meet specific needs.

Assist users to diagnose and solve data communication problems.

Design and implement systems, network configurations, and network architecture, including hardware and software technology, site locations, and integration of technologies.

Develop and write procedures for installation, use, and troubleshooting of communications hardware and software.

Identify areas of operation that need upgraded equipment such as modems, fiber optic cables, and telephone wires.

Maintain needed files by adding and deleting files on the network server and backing up files to guarantee their safety in the event of problems with the network.

Maintain the peripherals, such as printers, that are connected to the network.

Monitor system performance and provide security measures, troubleshooting and maintenance as needed.

Set up user accounts, regulating and monitoring file access to ensure confidentiality and proper use.

Train users in use of equipment.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Installation — Installing equipment, machines, wiring, or programs to meet specifications.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

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Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Network connectivity testers; Wide area network WAN analyzers

Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Network Systems Analyst - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

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Train users in use of equipment.

Knowledge, Skills, and Abilities

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English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

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Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Installation — Installing equipment, machines, wiring, or programs to meet specifications.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

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Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

Transaction security and virus protection software — CA eTrust; Encryption software; Penetration testing software; Virus scanning software

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Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Network connectivity testers; Wide area network WAN analyzers

Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Program Manager - Developmental

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 8/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract.

Responsible for the personnel and technical management of all tasks. Insure that the full range of corporate resources are available and made available to perform the required tasks. Provide Quality Control Plan for all relevant requirements. Provide frequent periodic reports on the status of the contractor staffing. Provide management oversight of all contract personnel and ensure high quality and acceptable task completion and deliverables from contract personnel in compliance with the SOW. Responsible for the delivery of services to the customers as agreed to (by contract, SLA, by task order, etc)

Plans, directs, and coordinates activities in computer related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develops long term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Performs horizontal integration planning, and interface with other functional areas. Ensures technical solutions and schedules are implemented in a timely manner. Provides supervision, training, and direction to contract staff, single point of contact for non-routine to moderately complex installation projects for communication networks. Accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion. Coordinates activities in support of program managers and teams that support the provisioning, design, installation, maintenance, and billing of services. Tracks and monitors service orders through completion and turn-up. Prepares deliverables (e.g. status reports, order information, open issues). Works in a team environment.

Short Summary:

Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract.

Duties, Tasks, and Responsibilities

Analyze computer and information needs from an operational and strategic perspective and determine immediate and long-range personnel and equipment requirements.

Assign and review work of systems analysts, programmers, other computer-related workers.

Assure SLA requirements are met.

Consult and coordinate with the appropriate Task Manager for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.

Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.

Direct daily operations of department by: analyzing workflow, establishing priorities, developing standards and setting deadlines.

Directs the work of systems analysts, computer programmers, support specialists, and other computer-related workers.

Ensure that Contractor tasks are completed within the deadlines, contract personnel are qualified to perform the task, and potential personnel problems are pre-empted.

Establish and implement streamlined processes and procedures enabling the Contractor to rapidly respond to surge requirements for increased contract personnel.

Plan and coordinate activities such as installation and upgrading of hardware and software, programming and system design, development of computer networks, and implementation of Internet and intranet sites. They are increasingly involved with the upkeep, maintenance, and security of networks.

Plan consults with users, management, vendors, and technicians to assess computing needs and system requirements.

Review and approve all system charts and programs prior to their implementation.

Stay abreast of advances in technology.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Business Management and Administration

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Project Management software (Project, Primavera)

•Financial tracking software

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Program Manager - Expert

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 8/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract.

Responsible for the personnel and technical management of all tasks. Insure that the full range of corporate resources are available and made available to perform the required tasks. Provide Quality Control Plan for all relevant requirements. Provide frequent periodic reports on the status of the contractor staffing. Provide management oversight of all contract personnel and ensure high quality and acceptable task completion and deliverables from contract personnel in compliance with the SOW. Responsible for the delivery of services to the customers as agreed to (by contract, SLA, by task order, etc)

Plans, directs, and coordinates activities in computer related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develops long term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Performs horizontal integration planning, and interface with other functional areas. Ensures technical solutions and schedules are implemented in a timely manner. Provides supervision, training, and direction to contract staff, single point of contact for non-routine to moderately complex installation projects for communication networks. Accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion. Coordinates activities in support of program managers and teams that support the provisioning, design, installation, maintenance, and billing of services. Tracks and monitors service orders through completion and turn-up. Prepares deliverables (e.g. status reports, order information, open issues). Works in a team environment.

Short Summary:

Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract.

Duties, Tasks, and Responsibilities

Analyze computer and information needs from an operational and strategic perspective and determine immediate and long-range personnel and equipment requirements.

Assign and review work of systems analysts, programmers, other computer-related workers.

Assure SLA requirements are met.

Consult and coordinate with the appropriate Task Manager for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.

Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.

Direct daily operations of department by: analyzing workflow, establishing priorities, developing standards and setting deadlines.

Directs the work of systems analysts, computer programmers, support specialists, and other computer-related workers.

Ensure that Contractor tasks are completed within the deadlines, contract personnel are qualified to perform the task, and potential personnel problems are pre-empted.

Establish and implement streamlined processes and procedures enabling the Contractor to rapidly respond to surge requirements for increased contract personnel.

Plan and coordinate activities such as installation and upgrading of hardware and software, programming and system design, development of computer networks, and implementation of Internet and intranet sites. They are increasingly involved with the upkeep, maintenance, and security of networks.

Plan consults with users, management, vendors, and technicians to assess computing needs and system requirements.

Review and approve all system charts and programs prior to their implementation.

Stay abreast of advances in technology.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Business Management and Administration

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Project Management software (Project, Primavera)

•Financial tracking software

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Program Manager - Full Performance

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 8/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

Provide management oversight of all contract personnel and ensure high-quality and acceptable task completion and deliverables from contract personnel in compliance with the SOW. Provide frequent periodic reports on the status of the contractor staffing. They are responsible for the delivery of services to the customers according to the SLA.

They are the point of contact for non-routine to moderately complex installation projects for communication networks. They are accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion. They coordinate activities in support of program managers and teams that support the provisioning, design, installation, maintenance, and billing of services. They track and monitor service orders through completion and turn-up, and prepare deliverables (e.g., status reports to Government, order information, open issues).

Short Summary:
Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

Duties, Tasks, and Responsibilities

Analyze the computer and information needs of their organizations from an operational and strategic perspective and determine immediate and long-range personnel and equipment requirements.

Assign and review the work of systems analysts, programmers, and other computer-related workers.

Consult and coordinate with the appropriate Task Manager for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.

Consult with users, management, vendors, and technicians to assess computing needs and system requirements.

Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.

Direct daily operations of department by: analyzing workflow, establishing priorities, developing standards and setting deadlines.

Direct the work of systems analysts, computer programmers, support specialists, and other computer-related workers.

Ensure that Contractor tasks are completed within the deadlines, tasking guidance from the Government is clear and unambiguous, contract personnel are qualified to perform the tasks, and potential personnel problems are pre-empted.

Establish and implement streamlined processes and procedures enabling the Contractor to rapidly respond to surge requirements for increased contract personnel. Assure SLA requirements are met.

Plan and coordinate activities such as installation and upgrading of hardware and software, programming and systems design, development of computer networks, and implementation of Internet and intranet sites. They are increasingly involved with the upkeep, maintenance, and security of networks.

Review and approve all systems charts and programs prior to their implementation.

Stay abreast of advances in technology.

Knowledge, Skills, and Abilities

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

Development environment software — Borland Delphi; C; Microsoft .NET Framework; Microsoft Visual Basic

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Web platform development software — Dynamic hypertext markup language DHTML; Hypertext markup language HTML; JavaScript; Scripting languages

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Program Manager - Manager

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 8/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract.

Responsible for the personnel and technical management of all tasks. Insure that the full range of corporate resources are available and made available to perform the required tasks. Provide Quality Control Plan for all relevant requirements. Provide frequent periodic reports on the status of the contractor staffing. Provide management oversight of all contract personnel and ensure high quality and acceptable task completion and deliverables from contract personnel in compliance with the SOW. Responsible for the delivery of services to the customers as agreed to (by contract, SLA, by task order, etc)

Plans, directs, and coordinates activities in computer related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develops long term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Performs horizontal integration planning, and interface with other functional areas. Ensures technical solutions and schedules are implemented in a timely manner. Provides supervision, training, and direction to contract staff, single point of contact for non-routine to moderately complex installation projects for communication networks. Accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion. Coordinates activities in support of program managers and teams that support the provisioning, design, installation, maintenance, and billing of services. Tracks and monitors service orders through completion and turn-up. Prepares deliverables (e.g. status reports, order information, open issues). Works in a team environment.

Short Summary:

Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract.

Duties, Tasks, and Responsibilities

Analyze computer and information needs from an operational and strategic perspective and determine immediate and long-range personnel and equipment requirements.

Assign and review work of systems analysts, programmers, other computer-related workers.

Assure SLA requirements are met.

Consult and coordinate with the appropriate Task Manager for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.

Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.

Direct daily operations of department by: analyzing workflow, establishing priorities, developing standards and setting deadlines.

Directs the work of systems analysts, computer programmers, support specialists, and other computer-related workers.

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Plan and coordinate activities such as installation and upgrading of hardware and software, programming and system design, development of computer networks, and implementation of Internet and intranet sites. They are increasingly involved with the upkeep, maintenance, and security of networks.

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Review and approve all system charts and programs prior to their implementation.

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Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Business Management and Administration

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

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Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

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Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

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• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Project Management software (Project, Primavera)

•Financial tracking software

Tools

Desktop computers

High end computer servers — Application servers

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Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Program Manager - Senior

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 8/2/2012

Standard Occupational Code:

Long Summary:
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Responsible for the personnel and technical management of all tasks. Insure that the full range of corporate resources are available and made available to perform the required tasks. Provide Quality Control Plan for all relevant requirements. Provide frequent periodic reports on the status of the contractor staffing. Provide management oversight of all contract personnel and ensure high quality and acceptable task completion and deliverables from contract personnel in compliance with the SOW. Responsible for the delivery of services to the customers as agreed to (by contract, SLA, by task order, etc)

Plans, directs, and coordinates activities in computer related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develops long term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Performs horizontal integration planning, and interface with other functional areas. Ensures technical solutions and schedules are implemented in a timely manner. Provides supervision, training, and direction to contract staff, single point of contact for non-routine to moderately complex installation projects for communication networks. Accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion. Coordinates activities in support of program managers and teams that support the provisioning, design, installation, maintenance, and billing of services. Tracks and monitors service orders through completion and turn-up. Prepares deliverables (e.g. status reports, order information, open issues). Works in a team environment.

Short Summary:

Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract.

Duties, Tasks, and Responsibilities

Analyze computer and information needs from an operational and strategic perspective and determine immediate and long-range personnel and equipment requirements.

Assign and review work of systems analysts, programmers, other computer-related workers.

Assure SLA requirements are met.

Consult and coordinate with the appropriate Task Manager for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.

Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.

Direct daily operations of department by: analyzing workflow, establishing priorities, developing standards and setting deadlines.

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Plan consults with users, management, vendors, and technicians to assess computing needs and system requirements.

Review and approve all system charts and programs prior to their implementation.

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Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Business Management and Administration

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

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Minimum Education

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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Project Management software (Project, Primavera)

•Financial tracking software

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Program Manager - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 8/2/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract.

Responsible for the personnel and technical management of all tasks. Insure that the full range of corporate resources are available and made available to perform the required tasks. Provide Quality Control Plan for all relevant requirements. Provide frequent periodic reports on the status of the contractor staffing. Provide management oversight of all contract personnel and ensure high quality and acceptable task completion and deliverables from contract personnel in compliance with the SOW. Responsible for the delivery of services to the customers as agreed to (by contract, SLA, by task order, etc)

Plans, directs, and coordinates activities in computer related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develops long term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Performs horizontal integration planning, and interface with other functional areas. Ensures technical solutions and schedules are implemented in a timely manner. Provides supervision, training, and direction to contract staff, single point of contact for non-routine to moderately complex installation projects for communication networks. Accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion. Coordinates activities in support of program managers and teams that support the provisioning, design, installation, maintenance, and billing of services. Tracks and monitors service orders through completion and turn-up. Prepares deliverables (e.g. status reports, order information, open issues). Works in a team environment.

Short Summary:

Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract.

Duties, Tasks, and Responsibilities

Analyze computer and information needs from an operational and strategic perspective and determine immediate and long-range personnel and equipment requirements.

Assign and review work of systems analysts, programmers, other computer-related workers.

Assure SLA requirements are met.

Consult and coordinate with the appropriate Task Manager for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.

Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.

Direct daily operations of department by: analyzing workflow, establishing priorities, developing standards and setting deadlines.

Directs the work of systems analysts, computer programmers, support specialists, and other computer-related workers.

Ensure that Contractor tasks are completed within the deadlines, contract personnel are qualified to perform the task, and potential personnel problems are pre-empted.

Establish and implement streamlined processes and procedures enabling the Contractor to rapidly respond to surge requirements for increased contract personnel.

Plan and coordinate activities such as installation and upgrading of hardware and software, programming and system design, development of computer networks, and implementation of Internet and intranet sites. They are increasingly involved with the upkeep, maintenance, and security of networks.

Plan consults with users, management, vendors, and technicians to assess computing needs and system requirements.

Review and approve all system charts and programs prior to their implementation.

Stay abreast of advances in technology.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Business Management and Administration

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Project Management software (Project, Primavera)

•Financial tracking software

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Programmer - Developmental

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 10/6/2012

Standard Occupational Code:
[15-1131] Computer Programmers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis.
Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Short Summary:

Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis.
Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Duties, Tasks, and Responsibilities

Advise customer about, or perform, maintenance of software system.

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with customers about software system design and maintenance.

Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Coordinate installation of software system.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop and direct software system testing and validation procedures.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Monitor functioning of equipment to ensure system operates in conformance with specifications.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Specify power supply requirements and configuration.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.

Train users to use new or modified equipment.

Utilize microcontrollers to develop control signals, implement control algorithms and measure process variables such as temperatures, pressures and positions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Database management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

Web platform development software — Apache Struts; Hypertext markup language HTML; JavaScript; Ruby on Rails

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Programmer - Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis.
Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Short Summary:

Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis.
Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Duties, Tasks, and Responsibilities

Advise customer about, or perform, maintenance of software system.

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with customers about software system design and maintenance.

Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Coordinate installation of software system.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop and direct software system testing and validation procedures.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Monitor functioning of equipment to ensure system operates in conformance with specifications.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Specify power supply requirements and configuration.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.

Train users to use new or modified equipment.

Utilize microcontrollers to develop control signals, implement control algorithms and measure process variables such as temperatures, pressures and positions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

Web platform development software — Apache Struts; Hypertext markup language HTML; JavaScript; Ruby on Rails

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Programmer - Full Performance

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.
Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis.
Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Short Summary:

Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis.
Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Duties, Tasks, and Responsibilities

  Advise customer about, or perform, maintenance of software system.

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with customers about software system design and maintenance.

Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Coordinate installation of software system.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop and direct software system testing and validation procedures.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Monitor functioning of equipment to ensure system operates in conformance with specifications.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Specify power supply requirements and configuration.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.

Train users to use new or modified equipment.

Utilize microcontrollers to develop control signals, implement control algorithms and measure process variables such as temperatures, pressures and positions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

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Programming — Writing computer programs for various purposes.

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Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

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• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

Web platform development software — Apache Struts; Hypertext markup language HTML; JavaScript; Ruby on Rails

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Programmer - Manager

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

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Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

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Supervision Received and Given

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Programmer - Senior

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

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Programmer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

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Train users to use new or modified equipment.

Utilize microcontrollers to develop control signals, implement control algorithms and measure process variables such as temperatures, pressures and positions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Database management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

Web platform development software — Apache Struts; Hypertext markup language HTML; JavaScript; Ruby on Rails

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Project Integrator - Developmental

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.

Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

Short Summary:

Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

Duties, Tasks, and Responsibilities

Assist PMO in assessing, documenting, and tracking new program requirements and follow-on technical exchange meetings (TEMs).

Assist in the preparation of management plans and reports.

Compose technical documents including user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Coordinate project schedules, including participation in meetings; documentation and distribution of minutes and action items; and tracing action items for successful completion.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Facilitate meetings and information sessions.

Maintain correspondence suspense files, records, files for reports, operating procedures, internal memorandums, and composes correspondence.

Plan and coordinate program management process activities such as Program Reviews and Control Gate Reviews including scheduling of meetings and preparation of briefings/presentations.

Provide documentation, requirements, and information updates.

Provide support such as technical writing, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer based magnetic media, preparation of graphical and narrative presentation material.

Support task requiring the collecting, compiling, evaluating and publishing of information and statistical data in documents, records, forms, reports, plans, policies, and regulations.

Support the PM in resource leveling planning and analysis.

Knowledge, Skills, and Abilities

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

Development environment software — Borland Delphi; C; Microsoft .NET Framework; Microsoft Visual Basic

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Web platform development software — Dynamic hypertext markup language DHTML; Hypertext markup language HTML; JavaScript; Scripting languages

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Project Integrator - Expert

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

Short Summary:
Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

Duties, Tasks, and Responsibilities

Assist PMO in assessing, documenting, and tracking new program requirements and follow-on technical exchange meetings (TEMs).

Assist in the preparation of management plans and reports.

Compose technical documents including user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Coordinate project schedules, including participation in meetings; documentation and distribution of minutes and action items; and tracing action items for successful completion.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Facilitate meetings and information sessions.

Maintain correspondence suspense files, records, files for reports, operating procedures, internal memorandums, and composes correspondence.

Plan and coordinate program management process activities such as Program Reviews and Control Gate Reviews including scheduling of meetings and preparation of briefings/presentations.

Provide documentation, requirements, and information updates.

Provide support such as technical writing, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer based magnetic media, preparation of graphical and narrative presentation material.

Support task requiring the collecting, compiling, evaluating and publishing of information and statistical data in documents, records, forms, reports, plans, policies, and regulations.

Support the PM in resource leveling planning and analysis.

Knowledge, Skills, and Abilities

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

Development environment software — Borland Delphi; C; Microsoft .NET Framework; Microsoft Visual Basic

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Web platform development software — Dynamic hypertext markup language DHTML; Hypertext markup language HTML; JavaScript; Scripting languages

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Project Integrator - Full Performance

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

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Duties, Tasks, and Responsibilities

Assist PMO in assessing, documenting, and tracking new program requirements and follow-on technical exchange meetings (TEMs).

Assist in the preparation of management plans and reports.

Compose technical documents including user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Coordinate project schedules, including participation in meetings; documentation and distribution of minutes and action items; and tracing action items for successful completion.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

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Support task requiring the collecting, compiling, evaluating and publishing of information and statistical data in documents, records, forms, reports, plans, policies, and regulations.

Support the PM in resource leveling planning and analysis.

Knowledge, Skills, and Abilities

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

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Access servers — File servers

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Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Project Integrator - Manager

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

Assist PMO in assessing, documenting, and tracking new program requirements and follow-on technical exchange meetings (TEMs).

Assist in the preparation of management plans and reports.

Compose technical documents including user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Coordinate project schedules, including participation in meetings; documentation and distribution of minutes and action items; and tracing action items for successful completion.

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• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

Development environment software — Borland Delphi; C; Microsoft .NET Framework; Microsoft Visual Basic

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Web platform development software — Dynamic hypertext markup language DHTML; Hypertext markup language HTML; JavaScript; Scripting languages

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Project Integrator - Senior

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

Short Summary:
Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

Duties, Tasks, and Responsibilities

Assist PMO in assessing, documenting, and tracking new program requirements and follow-on technical exchange meetings (TEMs).

Assist in the preparation of management plans and reports.

Compose technical documents including user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Coordinate project schedules, including participation in meetings; documentation and distribution of minutes and action items; and tracing action items for successful completion.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Facilitate meetings and information sessions.

Maintain correspondence suspense files, records, files for reports, operating procedures, internal memorandums, and composes correspondence.

Plan and coordinate program management process activities such as Program Reviews and Control Gate Reviews including scheduling of meetings and preparation of briefings/presentations.

Provide documentation, requirements, and information updates.

Provide support such as technical writing, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer based magnetic media, preparation of graphical and narrative presentation material.

Support task requiring the collecting, compiling, evaluating and publishing of information and statistical data in documents, records, forms, reports, plans, policies, and regulations.

Support the PM in resource leveling planning and analysis.

Knowledge, Skills, and Abilities

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

Development environment software — Borland Delphi; C; Microsoft .NET Framework; Microsoft Visual Basic

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Web platform development software — Dynamic hypertext markup language DHTML; Hypertext markup language HTML; JavaScript; Scripting languages

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Project Integrator - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

Short Summary:
Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

Duties, Tasks, and Responsibilities

Assist PMO in assessing, documenting, and tracking new program requirements and follow-on technical exchange meetings (TEMs).

Assist in the preparation of management plans and reports.

Compose technical documents including user's manuals, training materials, installation guides, proposals, and reports.

Conduct research and ensure the use of proper technical terminology.

Coordinate project schedules, including participation in meetings; documentation and distribution of minutes and action items; and tracing action items for successful completion.

Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Facilitate meetings and information sessions.

Maintain correspondence suspense files, records, files for reports, operating procedures, internal memorandums, and composes correspondence.

Plan and coordinate program management process activities such as Program Reviews and Control Gate Reviews including scheduling of meetings and preparation of briefings/presentations.

Provide documentation, requirements, and information updates.

Provide support such as technical writing, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer based magnetic media, preparation of graphical and narrative presentation material.

Support task requiring the collecting, compiling, evaluating and publishing of information and statistical data in documents, records, forms, reports, plans, policies, and regulations.

Support the PM in resource leveling planning and analysis.

Knowledge, Skills, and Abilities

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Customer relationship management CRM software — ACT! software; Microsoft Dynamics CRM; Performance Solutions Technology ManagePro; Provisioning software

Data base management system software — AlphaFour software; Database management software; Microsoft SQL Server; Oracle software

Development environment software — Borland Delphi; C; Microsoft .NET Framework; Microsoft Visual Basic

Enterprise resource planning ERP software — Microsoft Dynamics AX; Microsoft Dynamics NAV; Oracle E-Business Suite; Oracle JD Edwards OneWorld

Web platform development software — Dynamic hypertext markup language DHTML; Hypertext markup language HTML; JavaScript; Scripting languages

Tools

Access servers — File servers

Computer servers — Mid-range computers; Netware servers; Storage servers; Web servers

Network interface cards — Network interface cards NIC

Peripheral controller cards — Industry standard architecture/peripheral component interconnect ISA/PCI cards

Print servers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Requirements Specialist - Developmental

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 10/5/2012

Standard Occupational Code:
[15-1151] Computer User Support Specialists

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Requirements Specialist occupational specialty. Positions at this level provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. These positions will stay abreast of new opportunities to implement customer-required changes. Depending upon assignment, may perform first-line supervisory duties.

Work is primarily sedentary and is performed in an office environment. Employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Short Summary:
This is work within the multi-level Requirements Specialist occupational specialty. Positions at this level provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. These positions will stay abreast of new opportunities to implement customer-required changes. Depending upon assignment, may perform first-line supervisory duties.

Work is primarily sedentary and is performed in an office environment. Employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Duties, Tasks, and Responsibilities

Collaborates with team, customers, and service providers or developers to identify requirements and stays abreast of new opportunities to implement.
- Establishes and maintains relationships with customers and partners in other components in order to understand and anticipate requirements.
- Identifies opportunities to integrate and improve resources to accomplish customer needs.

Depending upon assignment, may be responsible for managing, developing and evaluating subordinate staff.

Draft and/or performs vetting process of new requirements, making sure all information needed to complete a requirement is provided. Depending on assignment may
- Provide final technical review and validation of requirements
- Coordinate and facilitate exchange meetings or forums to determine needs of customers; consult with customer to clarify and validate complex requests if necessary.
- Coordinate and facilitate or provide substantive input to meetings to assist in the design and implementation of requirements and to determine the impact of changes and the possible technical solutions to business needs.
- Ensure all necessary approvals have been obtained such as Security, CIC, etc.
- Prepares requirements for review and acceptance by review boards.
- Review and/or assign requirements to appropriate service provider.
- May oversee tasking to service providers or developers within who implement the requirement.

Facilitates meetings with stakeholders to prioritize work to be done
- Work with developers to understand evolving systems.
- Draft concept papers, use cases, or white papers to capture future changes to the system.

Oversees requirements tracking process.
- May ensure all outstanding requests for requirements are tracked.
- May monitors submitted requirements and communicates status to customers.
- Interacts with service providers and customers to resolve complex concerns associated with pending and/or in-process requirements.
- Ensures follow-up with customers and providers; may verify completion of requirements with customers and service providers, ensuring expectations are properly met.
- May assist with the collection and reporting of requirements related metrics.

Knowledge, Skills, and Abilities

Ability to facilitate meetings; negotiates to help resolve problems.

Basic understanding of programmatic/engineering concepts.

Excellent customer service skills.

Excellent written and communication skills.

Knowledge of component requirements management systems.

Knowledge of service providers' functions.

Thorough understanding systems being used by customer and home office.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Requirements Specialist - Expert

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Requirements Specialist occupational specialty. Positions at this level provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. These positions will stay abreast of new opportunities to implement customer-required changes. Depending upon assignment, may perform first-line supervisory duties.

Work is primarily sedentary and is performed in an office environment. Employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Short Summary:

This is work within the multi-level Requirements Specialist occupational specialty. Positions at this level provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. These positions will stay abreast of new opportunities to implement customer-required changes. Depending upon assignment, may perform first-line supervisory duties.

Work is primarily sedentary and is performed in an office environment. Employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Duties, Tasks, and Responsibilities

Collaborates with team, customers, and service providers or developers to identify requirements and stays abreast of new opportunities to implement.
- Establishes and maintains relationships with customers and partners in other components in order to understand and anticipate requirements.
- Identifies opportunities to integrate and improve resources to accomplish customer needs.

Depending upon assignment, may be responsible for managing, developing and evaluating subordinate staff.

Draft and/or performs vetting process of new requirements, making sure all information needed to complete a requirement is provided. Depending on assignment may
- Provide final technical review and validation of requirements
- Coordinate and facilitate exchange meetings or forums to determine needs of customers; consult with customer to clarify and validate complex requests if necessary.
- Coordinate and facilitate or provide substantive input to meetings to assist in the design and implementation of requirements and to determine the impact of changes and the possible technical solutions to business needs.
- Ensure all necessary approvals have been obtained such as Security, CIC, etc.
- Prepares requirements for review and acceptance by review boards.
- Review and/or assign requirements to appropriate service provider.
- May oversee tasking to service providers or developers within who implement the requirement.

Facilitates meetings with stakeholders to prioritize work to be done
- Work with developers to understand evolving systems.
- Draft concept papers, use cases, or white papers to capture future changes to the system.

Oversees requirements tracking process.
- May ensure all outstanding requests for requirements are tracked.
- May monitors submitted requirements and communicates status to customers.
- Interacts with service providers and customers to resolve complex concerns associated with pending and/or in-process requirements.
- Ensures follow-up with customers and providers; may verify completion of requirements with customers and service providers, ensuring expectations are properly met.
- May assist with the collection and reporting of requirements related metrics.

Knowledge, Skills, and Abilities

Ability to facilitate meetings; negotiates to help resolve problems.

Basic understanding of programmatic/engineering concepts.

Excellent customer service skills.

Excellent written and communication skills.

Knowledge of component requirements management systems.

Knowledge of service providers' functions.

Thorough understanding systems being used by customer and home office.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Requirements Specialist - Full Performance

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Requirements Specialist occupational specialty. Positions at this level provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. These positions will stay abreast of new opportunities to implement customer-required changes. Depending upon assignment, may perform first-line supervisory duties.

Work is primarily sedentary and is performed in an office environment. Employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Short Summary:

This is work within the multi-level Requirements Specialist occupational specialty. Positions at this level provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. These positions will stay abreast of new opportunities to implement customer-required changes. Depending upon assignment, may perform first-line supervisory duties.

Work is primarily sedentary and is performed in an office environment. Employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Duties, Tasks, and Responsibilities

Collaborates with team, customers, and service providers or developers to identify requirements and stays abreast of new opportunities to implement.
- Establishes and maintains relationships with customers and partners in other components in order to understand and anticipate requirements.
- Identifies opportunities to integrate and improve resources to accomplish customer needs.

Depending upon assignment, may be responsible for managing, developing and evaluating subordinate staff.

Draft and/or performs vetting process of new requirements, making sure all information needed to complete a requirement is provided. Depending on assignment may
- Provide final technical review and validation of requirements
- Coordinate and facilitate exchange meetings or forums to determine needs of customers; consult with customer to clarify and validate complex requests if necessary.
- Coordinate and facilitate or provide substantive input to meetings to assist in the design and implementation of requirements and to determine the impact of changes and the possible technical solutions to business needs.
- Ensure all necessary approvals have been obtained such as Security, CIC, etc.
- Prepares requirements for review and acceptance by review boards.
- Review and/or assign requirements to appropriate service provider.
- May oversee tasking to service providers or developers within who implement the requirement.

Facilitates meetings with stakeholders to prioritize work to be done
- Work with developers to understand evolving systems.
- Draft concept papers, use cases, or white papers to capture future changes to the system.

Oversees requirements tracking process.
- May ensure all outstanding requests for requirements are tracked.
- May monitors submitted requirements and communicates status to customers.
- Interacts with service providers and customers to resolve complex concerns associated with pending and/or in-process requirements.
- Ensures follow-up with customers and providers; may verify completion of requirements with customers and service providers, ensuring expectations are properly met.
- May assist with the collection and reporting of requirements related metrics.

Knowledge, Skills, and Abilities

Ability to facilitate meetings; negotiates to help resolve problems.

Basic understanding of programmatic/engineering concepts.

Excellent customer service skills.

Excellent written and communication skills.

Knowledge of component requirements management systems.

Knowledge of service providers' functions.

Thorough understanding systems being used by customer and home office.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Requirements Specialist - Manager

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Requirements Specialist occupational specialty. Positions at this level provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. These positions will stay abreast of new opportunities to implement customer-required changes. Depending upon assignment, may perform first-line supervisory duties.

Work is primarily sedentary and is performed in an office environment. Employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Short Summary:

This is work within the multi-level Requirements Specialist occupational specialty. Positions at this level provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. These positions will stay abreast of new opportunities to implement customer-required changes. Depending upon assignment, may perform first-line supervisory duties.

Work is primarily sedentary and is performed in an office environment. Employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Duties, Tasks, and Responsibilities

Collaborates with team, customers, and service providers or developers to identify requirements and stays abreast of new opportunities to implement.
- Establishes and maintains relationships with customers and partners in other components in order to understand and anticipate requirements.
- Identifies opportunities to integrate and improve resources to accomplish customer needs.

Depending upon assignment, may be responsible for managing, developing and evaluating subordinate staff.

Draft and/or performs vetting process of new requirements, making sure all information needed to complete a requirement is provided. Depending on assignment may
- Provide final technical review and validation of requirements
- Coordinate and facilitate exchange meetings or forums to determine needs of customers; consult with customer to clarify and validate complex requests if necessary.
- Coordinate and facilitate or provide substantive input to meetings to assist in the design and implementation of requirements and to determine the impact of changes and the possible technical solutions to business needs.
- Ensure all necessary approvals have been obtained such as Security, CIC, etc.
- Prepares requirements for review and acceptance by review boards.
- Review and/or assign requirements to appropriate service provider.
- May oversee tasking to service providers or developers within who implement the requirement.

Facilitates meetings with stakeholders to prioritize work to be done
- Work with developers to understand evolving systems.
- Draft concept papers, use cases, or white papers to capture future changes to the system.

Oversees requirements tracking process.
- May ensure all outstanding requests for requirements are tracked.
- May monitors submitted requirements and communicates status to customers.
- Interacts with service providers and customers to resolve complex concerns associated with pending and/or in-process requirements.
- Ensures follow-up with customers and providers; may verify completion of requirements with customers and service providers, ensuring expectations are properly met.
- May assist with the collection and reporting of requirements related metrics.

Knowledge, Skills, and Abilities

Ability to facilitate meetings; negotiates to help resolve problems.

Basic understanding of programmatic/engineering concepts.

Excellent customer service skills.

Excellent written and communication skills.

Knowledge of component requirements management systems.

Knowledge of service providers' functions.

Thorough understanding systems being used by customer and home office.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.

• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.

• Relevant certifications will be considered equivalent to three (3) months of specialized experience.

• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.

• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).

• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).

• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:

• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.

• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Requirements Specialist - Senior

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Requirements Specialist occupational specialty. Positions at this level provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. These positions will stay abreast of new opportunities to implement customer-required changes. Depending upon assignment, may perform first-line supervisory duties.

Work is primarily sedentary and is performed in an office environment. Employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Short Summary:

This is work within the multi-level Requirements Specialist occupational specialty. Positions at this level provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. These positions will stay abreast of new opportunities to implement customer-required changes. Depending upon assignment, may perform first-line supervisory duties.

Work is primarily sedentary and is performed in an office environment. Employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Duties, Tasks, and Responsibilities

Collaborates with team, customers, and service providers or developers to identify requirements and stays abreast of new opportunities to implement.
- Establishes and maintains relationships with customers and partners in other components in order to understand and anticipate requirements.
- Identifies opportunities to integrate and improve resources to accomplish customer needs.

Depending upon assignment, may be responsible for managing, developing and evaluating subordinate staff.

Draft and/or performs vetting process of new requirements, making sure all information needed to complete a requirement is provided. Depending on assignment may
- Provide final technical review and validation of requirements
- Coordinate and facilitate exchange meetings or forums to determine needs of customers; consult with customer to clarify and validate complex requests if necessary.
- Coordinate and facilitate or provide substantive input to meetings to assist in the design and implementation of requirements and to determine the impact of changes and the possible technical solutions to business needs.
- Ensure all necessary approvals have been obtained such as Security, CIC, etc.
- Prepares requirements for review and acceptance by review boards.
- Review and/or assign requirements to appropriate service provider.
- May oversee tasking to service providers or developers within who implement the requirement.

Facilitates meetings with stakeholders to prioritize work to be done
- Work with developers to understand evolving systems.
- Draft concept papers, use cases, or white papers to capture future changes to the system.

Oversees requirements tracking process.
- May ensure all outstanding requests for requirements are tracked.
- May monitors submitted requirements and communicates status to customers.
- Interacts with service providers and customers to resolve complex concerns associated with pending and/or in-process requirements.
- Ensures follow-up with customers and providers; may verify completion of requirements with customers and service providers, ensuring expectations are properly met.
- May assist with the collection and reporting of requirements related metrics.

Knowledge, Skills, and Abilities

Ability to facilitate meetings; negotiates to help resolve problems.

Basic understanding of programmatic/engineering concepts.

Excellent customer service skills.

Excellent written and communication skills.

Knowledge of component requirements management systems.

Knowledge of service providers' functions.

Thorough understanding systems being used by customer and home office.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Requirements Specialist - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. This is work within the multi-level Requirements Specialist occupational specialty. Positions at this level provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. These positions will stay abreast of new opportunities to implement customer-required changes. Depending upon assignment, may perform first-line supervisory duties.

Work is primarily sedentary and is performed in an office environment. Employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Short Summary:

This is work within the multi-level Requirements Specialist occupational specialty. Positions at this level provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. These positions will stay abreast of new opportunities to implement customer-required changes. Depending upon assignment, may perform first-line supervisory duties.

Work is primarily sedentary and is performed in an office environment. Employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Duties, Tasks, and Responsibilities

Collaborates with team, customers, and service providers or developers to identify requirements and stays abreast of new opportunities to implement.
- Establishes and maintains relationships with customers and partners in other components in order to understand and anticipate requirements.
- Identifies opportunities to integrate and improve resources to accomplish customer needs.

Depending upon assignment, may be responsible for managing, developing and evaluating subordinate staff.

Draft and/or performs vetting process of new requirements, making sure all information needed to complete a requirement is provided. Depending on assignment may
- Provide final technical review and validation of requirements
- Coordinate and facilitate exchange meetings or forums to determine needs of customers; consult with customer to clarify and validate complex requests if necessary.
- Coordinate and facilitate or provide substantive input to meetings to assist in the design and implementation of requirements and to determine the impact of changes and the possible technical solutions to business needs.
- Ensure all necessary approvals have been obtained such as Security, CIC, etc.
- Prepares requirements for review and acceptance by review boards.
- Review and/or assign requirements to appropriate service provider.
- May oversee tasking to service providers or developers within who implement the requirement.

Facilitates meetings with stakeholders to prioritize work to be done
- Work with developers to understand evolving systems.
- Draft concept papers, use cases, or white papers to capture future changes to the system.

Oversees requirements tracking process.
- May ensure all outstanding requests for requirements are tracked.
- May monitors submitted requirements and communicates status to customers.
- Interacts with service providers and customers to resolve complex concerns associated with pending and/or in-process requirements.
- Ensures follow-up with customers and providers; may verify completion of requirements with customers and service providers, ensuring expectations are properly met.
- May assist with the collection and reporting of requirements related metrics.

Knowledge, Skills, and Abilities

Ability to facilitate meetings; negotiates to help resolve problems.

Basic understanding of programmatic/engineering concepts.

Excellent customer service skills.

Excellent written and communication skills.

Knowledge of component requirements management systems.

Knowledge of service providers' functions.

Thorough understanding systems being used by customer and home office.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Research and Operations Specialist - Developmental

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.

Positions at this level possess extensive knowledge of information systems and are skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. Positions may construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. Positions may be responsible for developing metrics and statistics to support information review and release programs. Positions may be first line supervisors or team leaders. Positions may require considerable knowledge of FOIA, PA, EO 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions may also require considerable knowledge of Directorate/MSO-specific subject matters and corporate systems and repositories. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars and workshops.

Short Summary:

Positions at this level possess extensive knowledge of information systems and are skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. Positions may construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. Positions may be responsible for developing metrics and statistics to support information review and release programs. Positions may be first line supervisors or team leaders. Positions may require considerable knowledge of FOIA, PA, EO 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions may also require considerable knowledge of Directorate/MSO-specific subject matters and corporate systems and repositories. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars and workshops.

Duties, Tasks, and Responsibilities

Aggregate search information and/or compile multiple document packages.

Analyze search results from often numerous and disparate sources to determine relevancy.

Assess the performance and skills of subordinates; provide performance and developmental feedback on an ongoing basis; provide input to formal performance appraisal.

Compile statistics.

Conduct and manage day-to-day research in support of information review and release programs or name trace requests from DO and components and other government agencies under general supervision.

Construct search strategies and conduct complex records searches.

Coordinate search results with branch chief, co-workers, and/or appropriate contacts in Directorates/MSOs and other government agencies.

Develop metrics and statistics to support information review and release programs under general supervision.

Establish performance objectives and standards; assist subordinates in setting individual goals.

Generate statistical, production, and other types of reports

Identify and document discrepancies or aberrations in search parameters, search results, and information release cases and projects.

Oversee the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Perform other ad hoc duties as assigned.

Perform statistical analysis.

Prepare and conduct briefings.

Present search findings of varying complexity to branch chief and/or other internal and external customers.

Provide advice, guidance, and instruction to subordinates on information review and release processes and policies, workflow, and Directorate/MSO information management processes, policies and priorities.

Supervise and/or provide direction and guidance to developmental Research and Operations Specialists

Task appropriate components and/or more junior employees with conducting records searches.

Write memoranda and document complex search methodologies.

Knowledge, Skills, and Abilities

Considerable ability to discern intelligence, operational, and political sensitivities in official and other documents.

Considerable ability to establish and maintain effective working relationships with team members and regular contacts in other offices and government agencies, supplying or seeking information on specialized matters.

Considerable ability to manage multiple projects, and organize/schedule people and tasks

Considerable communication skills (oral and written) demonstrated by the ability to clearly present information through spoken or written word; ability to read and interpret complex information; ability to compose and edit research memoranda, policies, and recommendations; ability to prepare and deliver briefings to management and small groups of internal customers.

Considerable customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Considerable knowledge of Directorate/MSO-specific subject matters and information management policies and procedures

Considerable knowledge of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification.

Considerable knowledge of the Intelligence Community and organizational structure, mission, and business functions

Considerable knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices.

Considerable research and analytic skills demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by the data; transforming the data into a form that will make them easy to understand and interpret.

Demonstrated ability to structure and execute sophisticated search strategies on and external information systems.

Excellent organizational skills and attention to detail.

Expert knowledge of state of the art research methodologies.

Working knowledge of scanning, imaging, and indexing technologies.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Research and Operations Specialist - Full Performance

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level possess extensive knowledge of information systems and are skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. Positions may construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. Positions may be responsible for developing metrics and statistics to support information review and release programs. Positions may be first line supervisors or team leaders. Positions may require considerable knowledge of FOIA, PA, EO 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions may also require considerable knowledge of Directorate/MSO-specific subject matters and corporate systems and repositories. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars and workshops.

Short Summary:

Positions at this level possess extensive knowledge of information systems and are skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. Positions may construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. Positions may be responsible for developing metrics and statistics to support information review and release programs. Positions may be first line supervisors or team leaders. Positions may require considerable knowledge of FOIA, PA, EO 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions may also require considerable knowledge of Directorate/MSO-specific subject matters and corporate systems and repositories. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars and workshops.

Duties, Tasks, and Responsibilities

Aggregate search information and/or compile multiple document packages.

Analyze search results from often numerous and disparate sources to determine relevancy.

Assess the performance and skills of subordinates; provide performance and developmental feedback on an ongoing basis; provide input to formal performance appraisal.

Compile statistics.

Conduct and manage day-to-day research in support of information review and release programs or name trace requests from DO and components and other government agencies under general supervision.

Construct search strategies and conduct complex records searches.

Coordinate search results with branch chief, co-workers, and/or appropriate contacts in Directorates/MSOs and other government agencies.

Develop metrics and statistics to support information review and release programs under general supervision.

Establish performance objectives and standards; assist subordinates in setting individual goals.

Generate statistical, production, and other types of reports

Identify and document discrepancies or aberrations in search parameters, search results, and information release cases and projects.

Oversee the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Perform other ad hoc duties as assigned.

Perform statistical analysis.

Prepare and conduct briefings.

Present search findings of varying complexity to branch chief and/or other internal and external customers.

Provide advice, guidance, and instruction to subordinates on information review and release processes and policies, workflow, and Directorate/MSO information management processes, policies and priorities.

Supervise and/or provide direction and guidance to developmental Research and Operations Specialists

Task appropriate components and/or more junior employees with conducting records searches.

Write memoranda and document complex search methodologies.

Knowledge, Skills, and Abilities

Considerable ability to discern intelligence, operational, and political sensitivities in official and other documents.

Considerable ability to establish and maintain effective working relationships with team members and regular contacts in other offices and government agencies, supplying or seeking information on specialized matters.

Considerable ability to manage multiple projects, and organize/schedule people and tasks

Considerable communication skills (oral and written) demonstrated by the ability to clearly present information through spoken or written word; ability to read and interpret complex information; ability to compose and edit research memoranda, policies, and recommendations; ability to prepare and deliver briefings to management and small groups of internal customers.

Considerable customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Considerable knowledge of Directorate/MSO-specific subject matters and information management policies and procedures

Considerable knowledge of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification.

Considerable knowledge of the Intelligence Community and organizational structure, mission, and business functions

Considerable knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices.

Considerable research and analytic skills demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by the data; transforming the data into a form that will make them easy to understand and interpret.

Demonstrated ability to structure and execute sophisticated search strategies on and external information systems.

Excellent organizational skills and attention to detail.

Expert knowledge of state of the art research methodologies.

Working knowledge of scanning, imaging, and indexing technologies.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Research and Operations Specialist - Manager

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level possess extensive knowledge of information systems and are skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. Positions may construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. Positions may be responsible for developing metrics and statistics to support information review and release programs. Positions may be first line supervisors or team leaders. Positions may require considerable knowledge of FOIA, PA, EO 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions may also require considerable knowledge of Directorate/MSO-specific subject matters and corporate systems and repositories. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars and workshops.

Short Summary:

Positions at this level possess extensive knowledge of information systems and are skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. Positions may construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. Positions may be responsible for developing metrics and statistics to support information review and release programs. Positions may be first line supervisors or team leaders. Positions may require considerable knowledge of FOIA, PA, EO 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions may also require considerable knowledge of Directorate/MSO-specific subject matters and corporate systems and repositories. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars and workshops.

Duties, Tasks, and Responsibilities

Aggregate search information and/or compile multiple document packages.

Analyze search results from often numerous and disparate sources to determine relevancy.

Assess the performance and skills of subordinates; provide performance and developmental feedback on an ongoing basis; provide input to formal performance appraisal.

Compile statistics.

Conduct and manage day-to-day research in support of information review and release programs or name trace requests from DO and components and other government agencies under general supervision.

Construct search strategies and conduct complex records searches.

Coordinate search results with branch chief, co-workers, and/or appropriate contacts in Directorates/MSOs and other government agencies.

Develop metrics and statistics to support information review and release programs under general supervision.

Establish performance objectives and standards; assist subordinates in setting individual goals.

Generate statistical, production, and other types of reports

Identify and document discrepancies or aberrations in search parameters, search results, and information release cases and projects.

Oversee the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Perform other ad hoc duties as assigned.

Perform statistical analysis.

Prepare and conduct briefings.

Present search findings of varying complexity to branch chief and/or other internal and external customers.

Provide advice, guidance, and instruction to subordinates on information review and release processes and policies, workflow, and Directorate/MSO information management processes, policies and priorities.

Supervise and/or provide direction and guidance to developmental Research and Operations Specialists

Task appropriate components and/or more junior employees with conducting records searches.

Write memoranda and document complex search methodologies.

Knowledge, Skills, and Abilities

Considerable ability to discern intelligence, operational, and political sensitivities in official and other documents.

Considerable ability to establish and maintain effective working relationships with team members and regular contacts in other offices and government agencies, supplying or seeking information on specialized matters.

Considerable ability to manage multiple projects, and organize/schedule people and tasks

Considerable communication skills (oral and written) demonstrated by the ability to clearly present information through spoken or written word; ability to read and interpret complex information; ability to compose and edit research memoranda, policies, and recommendations; ability to prepare and deliver briefings to management and small groups of internal customers.

Considerable customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Considerable knowledge of Directorate/MSO-specific subject matters and information management policies and procedures

Considerable knowledge of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification.

Considerable knowledge of the Intelligence Community and organizational structure, mission, and business functions

Considerable knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices.

Considerable research and analytic skills demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by the data; transforming the data into a form that will make them easy to understand and interpret.

Demonstrated ability to structure and execute sophisticated search strategies on and external information systems.

Excellent organizational skills and attention to detail.

Expert knowledge of state of the art research methodologies.

Working knowledge of scanning, imaging, and indexing technologies.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Research and Operations Specialist - Senior

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level possess extensive knowledge of information systems and are skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. Positions may construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. Positions may be responsible for developing metrics and statistics to support information review and release programs. Positions may be first line supervisors or team leaders. Positions may require considerable knowledge of FOIA, PA, EO 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions may also require considerable knowledge of Directorate/MSO-specific subject matters and corporate systems and repositories. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars and workshops.

Short Summary:

Positions at this level possess extensive knowledge of information systems and are skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. Positions may construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. Positions may be responsible for developing metrics and statistics to support information review and release programs. Positions may be first line supervisors or team leaders. Positions may require considerable knowledge of FOIA, PA, EO 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions may also require considerable knowledge of Directorate/MSO-specific subject matters and corporate systems and repositories. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars and workshops.

Duties, Tasks, and Responsibilities

Aggregate search information and/or compile multiple document packages.

Analyze search results from often numerous and disparate sources to determine relevancy.

Assess the performance and skills of subordinates; provide performance and developmental feedback on an ongoing basis; provide input to formal performance appraisal.

Compile statistics.

Conduct and manage day-to-day research in support of information review and release programs or name trace requests from DO and components and other government agencies under general supervision.

Construct search strategies and conduct complex records searches.

Coordinate search results with branch chief, co-workers, and/or appropriate contacts in Directorates/MSOs and other government agencies.

Develop metrics and statistics to support information review and release programs under general supervision.

Establish performance objectives and standards; assist subordinates in setting individual goals.

Generate statistical, production, and other types of reports

Identify and document discrepancies or aberrations in search parameters, search results, and information release cases and projects.

Oversee the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Perform other ad hoc duties as assigned.

Perform statistical analysis.

Prepare and conduct briefings.

Present search findings of varying complexity to branch chief and/or other internal and external customers.

Provide advice, guidance, and instruction to subordinates on information review and release processes and policies, workflow, and Directorate/MSO information management processes, policies and priorities.

Supervise and/or provide direction and guidance to developmental Research and Operations Specialists

Task appropriate components and/or more junior employees with conducting records searches.

Write memoranda and document complex search methodologies.

Knowledge, Skills, and Abilities

Considerable ability to discern intelligence, operational, and political sensitivities in official and other documents.

Considerable ability to establish and maintain effective working relationships with team members and regular contacts in other offices and government agencies, supplying or seeking information on specialized matters.

Considerable ability to manage multiple projects, and organize/schedule people and tasks

Considerable communication skills (oral and written) demonstrated by the ability to clearly present information through spoken or written word; ability to read and interpret complex information; ability to compose and edit research memoranda, policies, and recommendations; ability to prepare and deliver briefings to management and small groups of internal customers.

Considerable customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Considerable knowledge of Directorate/MSO-specific subject matters and information management policies and procedures

Considerable knowledge of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification.

Considerable knowledge of the Intelligence Community and organizational structure, mission, and business functions

Considerable knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices.

Considerable research and analytic skills demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by the data; transforming the data into a form that will make them easy to understand and interpret.

Demonstrated ability to structure and execute sophisticated search strategies on and external information systems.

Excellent organizational skills and attention to detail.

Expert knowledge of state of the art research methodologies.

Working knowledge of scanning, imaging, and indexing technologies.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Research and Operations Specialist - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level possess extensive knowledge of information systems and are skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. Positions may construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. Positions may be responsible for developing metrics and statistics to support information review and release programs. Positions may be first line supervisors or team leaders. Positions may require considerable knowledge of FOIA, PA, EO 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions may also require considerable knowledge of Directorate/MSO-specific subject matters and corporate systems and repositories. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars and workshops.

Short Summary:

Positions at this level possess extensive knowledge of information systems and are skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. Positions may construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. Positions may be responsible for developing metrics and statistics to support information review and release programs. Positions may be first line supervisors or team leaders. Positions may require considerable knowledge of FOIA, PA, EO 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions may also require considerable knowledge of Directorate/MSO-specific subject matters and corporate systems and repositories. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars and workshops.

Duties, Tasks, and Responsibilities

Aggregate search information and/or compile multiple document packages.

Analyze search results from often numerous and disparate sources to determine relevancy.

Assess the performance and skills of subordinates; provide performance and developmental feedback on an ongoing basis; provide input to formal performance appraisal.

Compile statistics.

Conduct and manage day-to-day research in support of information review and release programs or name trace requests from DO and components and other government agencies under general supervision.

Construct search strategies and conduct complex records searches.

Coordinate search results with branch chief, co-workers, and/or appropriate contacts in Directorates/MSOs and other government agencies.

Develop metrics and statistics to support information review and release programs under general supervision.

Establish performance objectives and standards; assist subordinates in setting individual goals.

Generate statistical, production, and other types of reports

Identify and document discrepancies or aberrations in search parameters, search results, and information release cases and projects.

Oversee the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Perform other ad hoc duties as assigned.

Perform statistical analysis.

Prepare and conduct briefings.

Present search findings of varying complexity to branch chief and/or other internal and external customers.

Provide advice, guidance, and instruction to subordinates on information review and release processes and policies, workflow, and Directorate/MSO information management processes, policies and priorities.

Supervise and/or provide direction and guidance to developmental Research and Operations Specialists

Task appropriate components and/or more junior employees with conducting records searches.

Write memoranda and document complex search methodologies.

Knowledge, Skills, and Abilities

Considerable ability to discern intelligence, operational, and political sensitivities in official and other documents.

Considerable ability to establish and maintain effective working relationships with team members and regular contacts in other offices and government agencies, supplying or seeking information on specialized matters.

Considerable ability to manage multiple projects, and organize/schedule people and tasks

Considerable communication skills (oral and written) demonstrated by the ability to clearly present information through spoken or written word; ability to read and interpret complex information; ability to compose and edit research memoranda, policies, and recommendations; ability to prepare and deliver briefings to management and small groups of internal customers.

Considerable customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Considerable knowledge of Directorate/MSO-specific subject matters and information management policies and procedures

Considerable knowledge of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification.

Considerable knowledge of the Intelligence Community and organizational structure, mission, and business functions

Considerable knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices.

Considerable research and analytic skills demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by the data; transforming the data into a form that will make them easy to understand and interpret.

Demonstrated ability to structure and execute sophisticated search strategies on and external information systems.

Excellent organizational skills and attention to detail.

Expert knowledge of state of the art research methodologies.

Working knowledge of scanning, imaging, and indexing technologies.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Research and Operations Speciallist - Expert

Skill Community: Enterprise IT

Labor Group: Information Management

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions at this level possess extensive knowledge of information systems and are skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. Positions may construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. Positions may be responsible for developing metrics and statistics to support information review and release programs. Positions may be first line supervisors or team leaders. Positions may require considerable knowledge of FOIA, PA, EO 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions may also require considerable knowledge of Directorate/MSO-specific subject matters and corporate systems and repositories. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars and workshops.

Short Summary:

Positions at this level possess extensive knowledge of information systems and are skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. Positions may construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. Positions may be responsible for developing metrics and statistics to support information review and release programs. Positions may be first line supervisors or team leaders. Positions may require considerable knowledge of FOIA, PA, EO 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification. Positions may also require considerable knowledge of Directorate/MSO-specific subject matters and corporate systems and repositories. In addition, positions are expected to maintain currency on technical job knowledge through attending courses, seminars and workshops.

Duties, Tasks, and Responsibilities

Aggregate search information and/or compile multiple document packages.

Analyze search results from often numerous and disparate sources to determine relevancy.

Assess the performance and skills of subordinates; provide performance and developmental feedback on an ongoing basis; provide input to formal performance appraisal.

Compile statistics.

Conduct and manage day-to-day research in support of information review and release programs or name trace requests from DO and components and other government agencies under general supervision.

Construct search strategies and conduct complex records searches.

Coordinate search results with branch chief, co-workers, and/or appropriate contacts in Directorates/MSOs and other government agencies.

Develop metrics and statistics to support information review and release programs under general supervision.

Establish performance objectives and standards; assist subordinates in setting individual goals.

Generate statistical, production, and other types of reports

Identify and document discrepancies or aberrations in search parameters, search results, and information release cases and projects.

Oversee the work of subordinates to ensure that work is performed in an accurate and timely fashion.

Perform other ad hoc duties as assigned.

Perform statistical analysis.

Prepare and conduct briefings.

Present search findings of varying complexity to branch chief and/or other internal and external customers.

Provide advice, guidance, and instruction to subordinates on information review and release processes and policies, workflow, and Directorate/MSO information management processes, policies and priorities.

Supervise and/or provide direction and guidance to developmental Research and Operations Specialists

Task appropriate components and/or more junior employees with conducting records searches.

Write memoranda and document complex search methodologies.

Knowledge, Skills, and Abilities

Considerable ability to discern intelligence, operational, and political sensitivities in official and other documents.

Considerable ability to establish and maintain effective working relationships with team members and regular contacts in other offices and government agencies, supplying or seeking information on specialized matters.

Considerable ability to manage multiple projects, and organize/schedule people and tasks

Considerable communication skills (oral and written) demonstrated by the ability to clearly present information through spoken or written word; ability to read and interpret complex information; ability to compose and edit research memoranda, policies, and recommendations; ability to prepare and deliver briefings to management and small groups of internal customers.

Considerable customer service skills demonstrated by anticipating and responding to customers' needs in a manner that provides added value and generates customer satisfaction, even in situations in which the outcome is not what the customer desired.

Considerable knowledge of Directorate/MSO-specific subject matters and information management policies and procedures

Considerable knowledge of the Freedom of Information Act, Privacy Act, Executive Order 12958, and policies and procedures governing the information review and release program and implementing directives related to classification, control markings, and declassification.

Considerable knowledge of the Intelligence Community and organizational structure, mission, and business functions

Considerable knowledge of the statutes, orders, and/or regulations governing information management and information security policies, procedures, and practices.

Considerable research and analytic skills demonstrated by identifying and securing relevant data; identifying key issues and relationships from a base of information; relating and comparing data from different sources and drawing conclusions supported by the data; transforming the data into a form that will make them easy to understand and interpret.

Demonstrated ability to structure and execute sophisticated search strategies on and external information systems.

Excellent organizational skills and attention to detail.

Expert knowledge of state of the art research methodologies.

Working knowledge of scanning, imaging, and indexing technologies.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Satellite Systems Engineer - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.

Short Summary:
Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.

Duties, Tasks, and Responsibilities

Manages satellite frequency spectrum in conjunction with the satellite operator determining carrier frequency and carrier power based on parameters such as data rate, modulation scheme, satellite transmit power, and receive gain over temperature.

Monitors the power equivalent bandwidth utilization of satellite spectrum and report findings

Provides detailed recommendations based on analysis of satellite link calculations.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Installation — Installing equipment, machines, wiring, or programs to meet specifications.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Network Technology — Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Policies and Procedures — Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of the 's Communications and Information Security policies and practices.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

Transaction security and virus protection software — CA eTrust; Encryption software; Penetration testing software; Virus scanning software

Tools

Integrated services digital network ISDN testers — Integrated services digital network ISDN analyzers

Multimeters — Network multimeters

Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Network connectivity testers; Wide area network WAN analyzers

Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Satellite Systems Engineer - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.

Short Summary:
Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.

Duties, Tasks, and Responsibilities

Manages satellite frequency spectrum in conjunction with the satellite operator determining carrier frequency and carrier power based on parameters such as data rate, modulation scheme, satellite transmit power, and receive gain over temperature.

Monitors the power equivalent bandwidth utilization of satellite spectrum and report findings

Provides detailed recommendations based on analysis of satellite link calculations.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Installation — Installing equipment, machines, wiring, or programs to meet specifications.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Network Technology — Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Policies and Procedures — Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of the 's Communications and Information Security policies and practices.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

Transaction security and virus protection software — CA eTrust; Encryption software; Penetration testing software; Virus scanning software

Tools

Integrated services digital network ISDN testers — Integrated services digital network ISDN analyzers

Multimeters — Network multimeters

Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Network connectivity testers; Wide area network WAN analyzers

Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Satellite Systems Engineer - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.

Short Summary:

Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.

Duties, Tasks, and Responsibilities

Manages satellite frequency spectrum in conjunction with the satellite operator determining carrier frequency and carrier power based on parameters such as data rate, modulation scheme, satellite transmit power, and receive gain over temperature.

Monitors the power equivalent bandwidth utilization of satellite spectrum and report findings

Provides detailed recommendations based on analysis of satellite link calculations.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

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Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies.

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English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Installation — Installing equipment, machines, wiring, or programs to meet specifications.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Network Technology — Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Policies and Procedures — Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of the 's Communications and Information Security policies and practices.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

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Work Environment

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Satellite Systems Engineer - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.

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Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

Transaction security and virus protection software — CA eTrust; Encryption software; Penetration testing software; Virus scanning software

Tools

Integrated services digital network ISDN testers — Integrated services digital network ISDN analyzers

Multimeters — Network multimeters

Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Network connectivity testers; Wide area network WAN analyzers

Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Satellite Systems Engineer - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.

Short Summary:
Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.

Duties, Tasks, and Responsibilities

Manages satellite frequency spectrum in conjunction with the satellite operator determining carrier frequency and carrier power based on parameters such as data rate, modulation scheme, satellite transmit power, and receive gain over temperature.

Monitors the power equivalent bandwidth utilization of satellite spectrum and report findings

Provides detailed recommendations based on analysis of satellite link calculations.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Installation — Installing equipment, machines, wiring, or programs to meet specifications.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Network Technology — Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Policies and Procedures — Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of the 's Communications and Information Security policies and practices.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

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Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Satellite Systems Engineer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.

Short Summary:
Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.

Duties, Tasks, and Responsibilities

Manages satellite frequency spectrum in conjunction with the satellite operator determining carrier frequency and carrier power based on parameters such as data rate, modulation scheme, satellite transmit power, and receive gain over temperature.

Monitors the power equivalent bandwidth utilization of satellite spectrum and report findings

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Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Installation — Installing equipment, machines, wiring, or programs to meet specifications.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Network Technology — Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

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Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Policies and Procedures — Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of the 's Communications and Information Security policies and practices.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

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Multimeters — Network multimeters

Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Network connectivity testers; Wide area network WAN analyzers

Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Satellite Systems Network Engineer - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Satellite Systems Network Engineer provides project management, engineering services and technical services for the Sponsor's satellite program. Provides general engineering support to the SATCOM network to meet the needs of Customer based programs/projects. Satellite network engineer is responsible for providing close support to the Sponsor's Commercial SATCOM Network and temporary duty travel support for both domestic and overseas locations, as required. Provides project management assistance on satellite projects/programs; assists in coordination of plans with other contractors for field engineering activities pertaining to the satellite network; provides input information on schedule, cost, risk mitigation, and WBS completion to the project management process; and provides close support to Sponsor's SATCOM databases, applications and tools.

Short Summary:

Satellite Systems Network Engineer provides project management, engineering services and technical services for the Sponsor's satellite program. Provides general engineering support to the SATCOM network to meet the needs of Customer based programs/projects. Satellite network engineer is responsible for providing close support to the Sponsor's Commercial SATCOM Network and temporary duty travel support for both domestic and overseas locations, as required. Provides project management assistance on satellite projects/programs; assists in coordination of plans with other contractors for field engineering activities pertaining to the satellite network; provides input information on schedule, cost, risk mitigation, and WBS completion to the project management process; and provides close support to Sponsor's SATCOM databases, applications and tools.

Duties, Tasks, and Responsibilities

Analyze and provide information on space segment lease cost, bandwidth requirements, and frequency management for the DTS SATCOM Network.

Analyze systemic and/or network failures in the field and provide recommendations for solution to the failures.

Assist in the licensing and Host Nation Approval process for Field and Entry Terminals.

Assist the DTA instructors with the development of training courses for commercial terminal operations and maintenance personnel.

Attend technical committees meetings as a Sponsor's Representative.

Compile yearly input for the DSCS and WGS Satellite Database (SDB) submission to the Joint Chiefs of Staff (JCS).

Conduct a market survey to determine what commercial industry Best Practices are for storage and retrieval of satellite information.

Coordinate and implement Enterprise Satellite Solutions (ESS) network changes with DTS relay facilities.

Coordinate and implement network changes with regional relay facilities (RRFs).

Develop a requirements suite for a single database application based on the market survey.

Develop concepts for satellite database structures and content that allows convenient access to existing satellite analysis tools (e.g.; DCMS, X-Band Model: SATCALCS.) as used by the Sponsor.

Develop frequency and transponder loading plans to meet current and near-term requirements.

Develop technical specifications for all Sponsor's commercial SATCOM link solicitations.

Develop, prepare, and organize documentation for inclusion in a commercial satellite terminal training course.

Identify entry/node requirements within regions to support point-to-point data/voice traffic.

Identify required space segment, commercial teleports, and terrestrial communications segments.

Identify test and evaluation requirements for terminal hardware, as required.

Interface with industry vendors as required.

Investigate options for procurement of commercial bulk bandwidth procurements.

Maintain Sponsor's various SATCOM databases as network changes are implemented.

Maintain standards for satellite database access control and auditing; implement database access control to allow browsing and report generation by Government and Contractor personnel.

Maintain standards for satellite databases organization and access; implement the integration of existing satellite databases for MILSATCOM and commercial satellite networks into a single, coherent database structure.

Maintain 's SATCOM databases as network changes are implemented.

Manage the Interim Feasibility Request (IFR) database (requests for DSCS, WGS and XTAR access.)

Perform analysis and evaluation of vendors' technical proposals for commercial SATCOM links and provide the evaluation results to the government.

Perform periodic market surveys to identify emerging SATCOM technologies.

Prepare technical reports, drawings, graphs, and other technical documentation, as required, in support of the SATCOM network.

Produce satellite link analyses and calculations for the DTS SATCOM network. Produce frequency and modulation analyses. Provide satellite update ephemeris information for the DSCS, WGS and XTAR geosynchronous satellites used by DTS-PO.

Promulgate official telegraphic correspondence for network changes as required.

Provide recommendations for improving satellite network performance.

Provide satellite update ephemeris information for the commercial geosynchronous satellites used by the DTS SATCOM Network.

Provision Ad hoc training support for technical instruction in satellite communications systems. This task includes informal on-the-job training for junior engineers and technicians in the theoretical and practice aspects of satellite communications.

Review ESS Support Vendor test plans and procedures for evaluating satellite earth terminal equipment.

Support testing of vendor products, systems, etc to assure compliance with specifications.

Support the implementation of a web-based command monitor and alarm (CMA) application accessible across the enterprise and by DTS Partners.

Support the implementation of new satellite link modeling application and associated databases to maintain the application.

Track and report allocation metrics to include satellite power and bandwidth utilization and throughput statistics.

Track on a routine basis the correlation between 's SATCOM models and real-time measurement tools. Compare with Department of Defense's (DOD's) measurement tools (i.e., TLS, etc).

Troubleshoot problems with existing applications, tools, and databases, including Microsoft Access, Excel, Acquisitions Request database, the Satellite Terminals database and other specialized databases used within the Sponsor's program to monitor and/or manage satellite communications, terminal configurations, installation requirements, transponder loading, and available bandwidth of the DTS SATCOM Network.

Utilize 's SATCOM network management tools to include; the Replacement Carrier Measurement System (RCMS), the Corporate Carrier Measurement System (CCMS), Network Management and Control System, and Modem Monitoring.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

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Work Environment

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Satellite Systems Network Engineer - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Satellite Systems Network Engineer provides project management, engineering services and technical services for the Sponsor's satellite program. Provides general engineering support to the SATCOM network to meet the needs of Customer based programs/projects. Satellite network engineer is responsible for providing close support to the Sponsor's Commercial SATCOM Network and temporary duty travel support for both domestic and overseas locations, as required. Provides project management assistance on satellite projects/programs; assists in coordination of plans with other contractors for field engineering activities pertaining to the satellite network; provides input information on schedule, cost, risk mitigation, and WBS completion to the project management process; and provides close support to Sponsor's SATCOM databases, applications and tools.

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Duties, Tasks, and Responsibilities

Analyze and provide information on space segment lease cost, bandwidth requirements, and frequency management for the DTS SATCOM Network.

Analyze systemic and/or network failures in the field and provide recommendations for solution to the failures.

Assist in the licensing and Host Nation Approval process for Field and Entry Terminals.

Assist the DTA instructors with the development of training courses for commercial terminal operations and maintenance personnel.

Attend technical committees meetings as a Sponsor's Representative.

Compile yearly input for the DSCS and WGS Satellite Database (SDB) submission to the Joint Chiefs of Staff (JCS).

Conduct a market survey to determine what commercial industry Best Practices are for storage and retrieval of satellite information.

Coordinate and implement Enterprise Satellite Solutions (ESS) network changes with DTS relay facilities.

Coordinate and implement network changes with regional relay facilities (RRFs).

Develop a requirements suite for a single database application based on the market survey.

Develop concepts for satellite database structures and content that allows convenient access to existing satellite analysis tools (e.g.; DCMS, X-Band Model: SATCALCS.) as used by the Sponsor.

Develop frequency and transponder loading plans to meet current and near-term requirements.

Develop technical specifications for all Sponsor's commercial SATCOM link solicitations.

Develop, prepare, and organize documentation for inclusion in a commercial satellite terminal training course.

Identify entry/node requirements within regions to support point-to-point data/voice traffic.

Identify required space segment, commercial teleports, and terrestrial communications segments.

Identify test and evaluation requirements for terminal hardware, as required.

Interface with industry vendors as required.

Investigate options for procurement of commercial bulk bandwidth procurements.

Maintain Sponsor's various SATCOM databases as network changes are implemented.

Maintain standards for satellite database access control and auditing; implement database access control to allow browsing and report generation by Government and Contractor personnel.

Maintain standards for satellite databases organization and access; implement the integration of existing satellite databases for MILSATCOM and commercial satellite networks into a single, coherent database structure.

Maintain 's SATCOM databases as network changes are implemented.

Manage the Interim Feasibility Request (IFR) database (requests for DSCS, WGS and XTAR access.)

Perform analysis and evaluation of vendors' technical proposals for commercial SATCOM links and provide the evaluation results to the government.

Perform periodic market surveys to identify emerging SATCOM technologies.

Prepare technical reports, drawings, graphs, and other technical documentation, as required, in support of the SATCOM network.

Produce satellite link analyses and calculations for the DTS SATCOM network. Produce frequency and modulation analyses. Provide satellite update ephemeris information for the DSCS, WGS and XTAR geosynchronous satellites used by DTS-PO.

Promulgate official telegraphic correspondence for network changes as required.

Provide recommendations for improving satellite network performance.

Provide satellite update ephemeris information for the commercial geosynchronous satellites used by the DTS SATCOM Network.

Provision Ad hoc training support for technical instruction in satellite communications systems. This task includes informal on-the-job training for junior engineers and technicians in the theoretical and practice aspects of satellite communications.

Review ESS Support Vendor test plans and procedures for evaluating satellite earth terminal equipment.

Support testing of vendor products, systems, etc to assure compliance with specifications.

Support the implementation of a web-based command monitor and alarm (CMA) application accessible across the enterprise and by DTS Partners.

Support the implementation of new satellite link modeling application and associated databases to maintain the application.

Track and report allocation metrics to include satellite power and bandwidth utilization and throughput statistics.

Track on a routine basis the correlation between 's SATCOM models and real-time measurement tools. Compare with Department of Defense's (DOD's) measurement tools (i.e., TLS, etc).

Troubleshoot problems with existing applications, tools, and databases, including Microsoft Access, Excel, Acquisitions Request database, the Satellite Terminals database and other specialized databases used within the Sponsor's program to monitor and/or manage satellite communications, terminal configurations, installation requirements, transponder loading, and available bandwidth of the DTS SATCOM Network.

Utilize 's SATCOM network management tools to include; the Replacement Carrier Measurement System (RCMS), the Corporate Carrier Measurement System (CCMS), Network Management and Control System, and Modem Monitoring.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Network Technology — Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

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Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

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Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of the 's Communications and Information Security policies and practices.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

Transaction security and virus protection software — CA eTrust; Encryption software; Penetration testing software; Virus scanning software

Tools

Integrated services digital network ISDN testers — Integrated services digital network ISDN analyzers

Multimeters — Network multimeters

Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Network connectivity testers; Wide area network WAN analyzers

Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Satellite Systems Network Engineer - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
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Technology

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Satellite Systems Network Engineer - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
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Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Installation — Installing equipment, machines, wiring, or programs to meet specifications.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Network Technology — Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

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Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Policies and Procedures — Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of the 's Communications and Information Security policies and practices.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

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Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

Transaction security and virus protection software — CA eTrust; Encryption software; Penetration testing software; Virus scanning software

Tools

Integrated services digital network ISDN testers — Integrated services digital network ISDN analyzers

Multimeters — Network multimeters

Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Network connectivity testers; Wide area network WAN analyzers

Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Satellite Systems Network Engineer - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Satellite Systems Network Engineer provides project management, engineering services and technical services for the Sponsor's satellite program. Provides general engineering support to the SATCOM network to meet the needs of Customer based programs/projects. Satellite network engineer is responsible for providing close support to the Sponsor's Commercial SATCOM Network and temporary duty travel support for both domestic and overseas locations, as required. Provides project management assistance on satellite projects/programs; assists in coordination of plans with other contractors for field engineering activities pertaining to the satellite network; provides input information on schedule, cost, risk mitigation, and WBS completion to the project management process; and provides close support to Sponsor's SATCOM databases, applications and tools.

Short Summary:

Satellite Systems Network Engineer provides project management, engineering services and technical services for the Sponsor's satellite program. Provides general engineering support to the SATCOM network to meet the needs of Customer based programs/projects. Satellite network engineer is responsible for providing close support to the Sponsor's Commercial SATCOM Network and temporary duty travel support for both domestic and overseas locations, as required. Provides project management assistance on satellite projects/programs; assists in coordination of plans with other contractors for field engineering activities pertaining to the satellite network; provides input information on schedule, cost, risk mitigation, and WBS completion to the project management process; and provides close support to Sponsor's SATCOM databases, applications and tools.

Duties, Tasks, and Responsibilities

Analyze and provide information on space segment lease cost, bandwidth requirements, and frequency management for the DTS SATCOM Network.

Analyze systemic and/or network failures in the field and provide recommendations for solution to the failures.

Assist in the licensing and Host Nation Approval process for Field and Entry Terminals.

Assist the DTA instructors with the development of training courses for commercial terminal operations and maintenance personnel.

Attend technical committees meetings as a Sponsor's Representative.

Compile yearly input for the DSCS and WGS Satellite Database (SDB) submission to the Joint Chiefs of Staff (JCS).

Conduct a market survey to determine what commercial industry Best Practices are for storage and retrieval of satellite information.

Coordinate and implement Enterprise Satellite Solutions (ESS) network changes with DTS relay facilities.

Coordinate and implement network changes with regional relay facilities (RRFs).

Develop a requirements suite for a single database application based on the market survey.

Develop concepts for satellite database structures and content that allows convenient access to existing satellite analysis tools (e.g.; DCMS, X-Band Model: SATCALCS.) as used by the Sponsor.

Develop frequency and transponder loading plans to meet current and near-term requirements.

Develop technical specifications for all Sponsor's commercial SATCOM link solicitations.

Develop, prepare, and organize documentation for inclusion in a commercial satellite terminal training course.

Identify entry/node requirements within regions to support point-to-point data/voice traffic.

Identify required space segment, commercial teleports, and terrestrial communications segments.

Identify test and evaluation requirements for terminal hardware, as required.

Interface with industry vendors as required.

Investigate options for procurement of commercial bulk bandwidth procurements.

Maintain Sponsor's various SATCOM databases as network changes are implemented.

Maintain standards for satellite database access control and auditing; implement database access control to allow browsing and report generation by Government and Contractor personnel.

Maintain standards for satellite databases organization and access; implement the integration of existing satellite databases for MILSATCOM and commercial satellite networks into a single, coherent database structure.

Maintain 's SATCOM databases as network changes are implemented.

Manage the Interim Feasibility Request (IFR) database (requests for DSCS, WGS and XTAR access.)

Perform analysis and evaluation of vendors' technical proposals for commercial SATCOM links and provide the evaluation results to the government.

Perform periodic market surveys to identify emerging SATCOM technologies.

Prepare technical reports, drawings, graphs, and other technical documentation, as required, in support of the SATCOM network.

Produce satellite link analyses and calculations for the DTS SATCOM network. Produce frequency and modulation analyses. Provide satellite update ephemeris information for the DSCS, WGS and XTAR geosynchronous satellites used by DTS-PO.

Promulgate official telegraphic correspondence for network changes as required.

Provide recommendations for improving satellite network performance.

Provide satellite update ephemeris information for the commercial geosynchronous satellites used by the DTS SATCOM Network.

Provision Ad hoc training support for technical instruction in satellite communications systems. This task includes informal on-the-job training for junior engineers and technicians in the theoretical and practice aspects of satellite communications.

Review ESS Support Vendor test plans and procedures for evaluating satellite earth terminal equipment.

Support testing of vendor products, systems, etc to assure compliance with specifications.

Support the implementation of a web-based command monitor and alarm (CMA) application accessible across the enterprise and by DTS Partners.

Support the implementation of new satellite link modeling application and associated databases to maintain the application.

Track and report allocation metrics to include satellite power and bandwidth utilization and throughput statistics.

Track on a routine basis the correlation between 's SATCOM models and real-time measurement tools. Compare with Department of Defense's (DOD's) measurement tools (i.e., TLS, etc).

Troubleshoot problems with existing applications, tools, and databases, including Microsoft Access, Excel, Acquisitions Request database, the Satellite Terminals database and other specialized databases used within the Sponsor's program to monitor and/or manage satellite communications, terminal configurations, installation requirements, transponder loading, and available bandwidth of the DTS SATCOM Network.

Utilize 's SATCOM network management tools to include; the Replacement Carrier Measurement System (RCMS), the Corporate Carrier Measurement System (CCMS), Network Management and Control System, and Modem Monitoring.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies.

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Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Network Technology — Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

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Policies and Procedures — Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of the 's Communications and Information Security policies and practices.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

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Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

Transaction security and virus protection software — CA eTrust; Encryption software; Penetration testing software; Virus scanning software

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Multimeters — Network multimeters

Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Network connectivity testers; Wide area network WAN analyzers

Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Satellite Systems Network Engineer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Satellite Systems Network Engineer provides project management, engineering services and technical services for the Sponsor's satellite program. Provides general engineering support to the SATCOM network to meet the needs of Customer based programs/projects. Satellite network engineer is responsible for providing close support to the Sponsor's Commercial SATCOM Network and temporary duty travel support for both domestic and overseas locations, as required. Provides project management assistance on satellite projects/programs; assists in coordination of plans with other contractors for field engineering activities pertaining to the satellite network; provides input information on schedule, cost, risk mitigation, and WBS completion to the project management process; and provides close support to Sponsor's SATCOM databases, applications and tools.

Short Summary:

Satellite Systems Network Engineer provides project management, engineering services and technical services for the Sponsor's satellite program. Provides general engineering support to the SATCOM network to meet the needs of Customer based programs/projects. Satellite network engineer is responsible for providing close support to the Sponsor's Commercial SATCOM Network and temporary duty travel support for both domestic and overseas locations, as required. Provides project management assistance on satellite projects/programs; assists in coordination of plans with other contractors for field engineering activities pertaining to the satellite network; provides input information on schedule, cost, risk mitigation, and WBS completion to the project management process; and provides close support to Sponsor's SATCOM databases, applications and tools.

Duties, Tasks, and Responsibilities

Analyze and provide information on space segment lease cost, bandwidth requirements, and frequency management for the DTS SATCOM Network.

Analyze systemic and/or network failures in the field and provide recommendations for solution to the failures.

Assist in the licensing and Host Nation Approval process for Field and Entry Terminals.

Assist the DTA instructors with the development of training courses for commercial terminal operations and maintenance personnel.

Attend technical committees meetings as a Sponsor's Representative.

Compile yearly input for the DSCS and WGS Satellite Database (SDB) submission to the Joint Chiefs of Staff (JCS).

Conduct a market survey to determine what commercial industry Best Practices are for storage and retrieval of satellite information.

Coordinate and implement Enterprise Satellite Solutions (ESS) network changes with DTS relay facilities.

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Develop technical specifications for all Sponsor's commercial SATCOM link solicitations.

Develop, prepare, and organize documentation for inclusion in a commercial satellite terminal training course.

Identify entry/node requirements within regions to support point-to-point data/voice traffic.

Identify required space segment, commercial teleports, and terrestrial communications segments.

Identify test and evaluation requirements for terminal hardware, as required.

Interface with industry vendors as required.

Investigate options for procurement of commercial bulk bandwidth procurements.

Maintain Sponsor's various SATCOM databases as network changes are implemented.

Maintain standards for satellite database access control and auditing; implement database access control to allow browsing and report generation by Government and Contractor personnel.

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Manage the Interim Feasibility Request (IFR) database (requests for DSCS, WGS and XTAR access.)

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Perform periodic market surveys to identify emerging SATCOM technologies.

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

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Policies and Procedures — Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

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Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Security — Knowledge of the 's Communications and Information Security policies and practices.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; NetIQ software; SolarWinds software

Configuration management software — Application management software; Automated installation software; Patch and upgrade management software; Software distribution software

Network monitoring software — Ethereal; Ipswitch What's Up Gold; Multi-router traffic grapher MRTG software; Symantec Intruder Alert

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Risk assessment software; Virtual local area network management software

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Multimeters — Network multimeters

Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Network connectivity testers; Wide area network WAN analyzers

Power meters — Fiber optic power meters

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Server Operations Specialist - Developmental

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 10/5/2012

Standard Occupational Code:
[15-1150] Computer Support Specialists
[15-1150] Computer Support Specialists

Long Summary:
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Duties, Tasks, and Responsibilities

Assists in base lining and forecasting server performance data and tuning server hardware and software configurations.

Assists in monitoring the performance of system files, utilizes system-monitoring software.

Assists in server performance tuning.

Assists with complex installations of hardware and software components.

Assists with first tier support to storage area network and enterprise storage systems.

Assists with server and storage capacity planning for the most critical systems; performs server and storage capacity planning for non-complex systems.

Assists with troubleshooting of complex installation problems.

Contacts decentralized customer support teams, help desks, customers & other technical professional staffs and support organizations to inform them of issues and/or resolution of routine and moderately complex server problems.

Installs standard server hardware and software components following established procedures, with guidance

Maintains and updates written SOPs and schedules for routine O&M activities; may provide input for the development of new or complex SOPs and schedules for O&M activities.

Performs and assists in supporting the O&M activities for all centrally managed work group servers.

Performs routine and standard server operations (e.g., software deliveries, hardware installations and upgrades, preventive maintenance, and basic troubleshooting) using established procedures.

Researches and resolves routine O&M problems; assists in resolving complex problems.

Serves on installation teams providing assistance in the installation of server hardware and software components, as requested.

Knowledge, Skills, and Abilities

Prepares daily Server Operations Activity Report and Server Outage Report for ECG/Chief, Operations Branch.

Represents Server Operations branches at the Operations Scheduling Panel (OSP) meeting held on Monday and Thursday of each week.

Represents Server Operations branches at the daily 0830 and 1600 Operations Status Meetings.

Responds to questions about server outages and server activities to Chief, Operations Branch and to Senior Service Managers (SSM).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.

• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.

• Relevant certifications will be considered equivalent to three (3) months of specialized experience.

• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.

• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:

• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Tools

Desktop computers

Work Environment

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Server Operations Specialist - Expert

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop computers

Work Environment

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Supervision Received and Given

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Server Operations Specialist - Full Performance

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Tools

Desktop computers

Work Environment

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Supervision Received and Given

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Server Operations Specialist - Manager

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Performs and assists in supporting the O&M activities for all centrally managed work group servers.

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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Tools

Desktop computers

Work Environment

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Supervision Received and Given

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Server Operations Specialist - Senior

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
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Tools

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Work Environment

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Supervision Received and Given

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Server Operations Specialist - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

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General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Tools

Desktop computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

SharePoint Developer - Developmental

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Provides development engineering support and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Converts project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develops and writes computer programs to store, locate, and retrieve specific documents, data, and information. Analyzes functional business applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Provides technical support in the evaluation of prime object names, data elements, and other objects. Ensures that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensures that the proposed objects are consistent with data and process models. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Develops block diagrams and logic flow charts. Prepares required documentation.

Analyzes functional business applications and design specifications for functional areas such as payroll, logistics, and contracts. Develops high level and detailed design diagrams using appropriate Computer Aided Software Engineering (CASE) tools. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met. Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation.

Short Summary:

Provides development engineering support and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency.

Duties, Tasks, and Responsibilities

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Assign, coordinate, and review work and activities of programming personnel.

Collaborate with computer manufacturers and other users to develop new programming methods.

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program.

Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs.

Consult with customers about software system design and maintenance.

Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Correct errors by making appropriate changes and then recheck the program to ensure that the desired results are produced.

Design and develop database management systems, image processing, collaborative tools, data manipulation techniques, data visualization techniques, and directory services

Design and develop tools for the MS Windows and relevant operating system platforms.

Design and develop tools that integrate with commercial applications.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop unit and functional test plan.

Investigate whether networks, workstations, the central processing unit of the system, or peripheral equipment are responding to a program's instructions.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements.

Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language.

Provide database architectural and design capabilities.

Provide the operations and maintenance of operational systems.

Train subordinates in programming and program coding

Write or contribute to instructions or manuals to guide end users.

Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic.

Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematical Reasoning — The ability to choose the right mathematical methods or formulas to solve a problem.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mathematics — Using mathematics to solve problems.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

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Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Database management system software — Database management software; Distributed database management software; Microsoft SQL Server; Microsoft transact-structural query language T-SQL

Development environment software — C; Extensible Stylesheet Language Transformation XLST; IBM Rational Rose XDE Developer D93; Microsoft Visual Basic

Object or component oriented development software — C++; Document Object Model DOM Scripting; Simple API for XML SAX; Sun Microsystems Java

Operating system software — Job control language JCL; Unix; VxWorks software; Win CE

Program testing software — Defect tracking software; Fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner

Tools

Desktop computers

High end computer servers — Application servers; Directory servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

SharePoint Developer - Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database management system software — Database management software; Distributed database management software; Microsoft SQL Server; Microsoft transact-structural query language T-SQL

Development environment software — C; Extensible Stylesheet Language Transformation XLST; IBM Rational Rose XDE Developer D93; Microsoft Visual Basic

Object or component oriented development software — C++; Document Object Model DOM Scripting; Simple API for XML SAX; Sun Microsystems Java

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Work Environment

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

SharePoint Developer - Full Performance

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database management system software — Database management software; Distributed database management software; Microsoft SQL Server; Microsoft transact-structural query language T-SQL

Development environment software — C; Extensible Stylesheet Language Transformation XLST; IBM Rational Rose XDE Developer D93; Microsoft Visual Basic

Object or component oriented development software — C++; Document Object Model DOM Scripting; Simple API for XML SAX; Sun Microsystems Java

Operating system software — Job control language JCL; Unix; VxWorks software; Win CE

Program testing software — Defect tracking software; Fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner

Tools

Desktop computers

High end computer servers — Application servers; Directory servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

SharePoint Developer - Manager

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Provides development engineering support and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Converts project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develops and writes computer programs to store, locate, and retrieve specific documents, data, and information. Analyzes functional business applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Provides technical support in the evaluation of prime object names, data elements, and other objects. Ensures that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensures that the proposed objects are consistent with data and process models. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements.   Develops block diagrams and logic flow charts. Prepares required documentation.

Analyzes functional business applications and design specifications for functional areas such as payroll, logistics, and contracts. Develops high level and detailed design diagrams using appropriate Computer Aided Software Engineering (CASE) tools. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met. Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation.

Short Summary:

Provides development engineering support and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency.

Duties, Tasks, and Responsibilities

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Assign, coordinate, and review work and activities of programming personnel.

Collaborate with computer manufacturers and other users to develop new programming methods.

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program.

Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs.

Consult with customers about software system design and maintenance.

Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Correct errors by making appropriate changes and then recheck the program to ensure that the desired results are produced.

Design and develop database management systems, image processing, collaborative tools, data manipulation techniques, data visualization techniques, and directory services

Design and develop tools for the MS Windows and relevant operating system platforms.

Design and develop tools that integrate with commercial applications.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop unit and functional test plan.

Investigate whether networks, workstations, the central processing unit of the system, or peripheral equipment are responding to a program's instructions.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements.

Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language.

Provide database architectural and design capabilities.

Provide the operations and maintenance of operational systems.

Train subordinates in programming and program coding

Write or contribute to instructions or manuals to guide end users.

Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic.

Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematical Reasoning — The ability to choose the right mathematical methods or formulas to solve a problem.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mathematics — Using mathematics to solve problems.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Database management system software — Database management software; Distributed database management software; Microsoft SQL Server; Microsoft transact-structural query language T-SQL

Development environment software — C; Extensible Stylesheet Language Transformation XLST; IBM Rational Rose XDE Developer D93; Microsoft Visual Basic

Object or component oriented development software — C++; Document Object Model DOM Scripting; Simple API for XML SAX; Sun Microsystems Java

Operating system software — Job control language JCL; Unix; VxWorks software; Win CE

Program testing software — Defect tracking software; Fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner

Tools

Desktop computers

High end computer servers — Application servers; Directory servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

SharePoint Developer - Senior

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

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Collaborate with computer manufacturers and other users to develop new programming methods.

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program.

Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

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Design and develop tools that integrate with commercial applications.

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Develop unit and functional test plan.

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Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

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Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

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Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

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Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database management system software — Database management software; Distributed database management software; Microsoft SQL Server; Microsoft transact-structural query language T-SQL

Development environment software — C; Extensible Stylesheet Language Transformation XLST; IBM Rational Rose XDE Developer D93; Microsoft Visual Basic

Object or component oriented development software — C++; Document Object Model DOM Scripting; Simple API for XML SAX; Sun Microsystems Java

Operating system software — Job control language JCL; Unix; VxWorks software; Win CE

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Tools

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Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

SharePoint Developer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.

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operational efficiency.

Duties, Tasks, and Responsibilities

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

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Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop unit and functional test plan.

Investigate whether networks, workstations, the central processing unit of the system, or peripheral equipment are responding to a program's instructions.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

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Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language.

Provide database architectural and design capabilities.

Provide the operations and maintenance of operational systems.

Train subordinates in programming and program coding

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Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

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Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematical Reasoning — The ability to choose the right mathematical methods or formulas to solve a problem.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mathematics — Using mathematics to solve problems.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Database management system software — Database management software; Distributed database management software; Microsoft SQL Server; Microsoft transact-structural query language T-SQL

Development environment software — C; Extensible Stylesheet Language Transformation XLST; IBM Rational Rose XDE Developer D93; Microsoft Visual Basic

Object or component oriented development software — C++; Document Object Model DOM Scripting; Simple API for XML SAX; Sun Microsystems Java

Operating system software — Job control language JCL; Unix; VxWorks software; Win CE

Program testing software — Defect tracking software; Fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner

Tools

Desktop computers

High end computer servers — Application servers; Directory servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Developer (Systems Software) - Developmental

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 10/6/2012

Standard Occupational Code:
 [15-1133] Software Developers, Systems Software
 [15-1133] Software Developers, Systems Software

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Provides engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Coverts project specification and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develops and writes computer programs to store, locate, and retrieve specific documents, data, and information. Analyzes functional business applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Provides technical support in the evaluation of prime object names, data elements, and other objects. Ensures that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensures that the proposed objects are consistent with data and process models. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Develops block diagrams and logic flow charts. Prepares required documentation.

Short Summary:

Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Duties, Tasks, and Responsibilities

Analyze user needs and software requirements to determine feasibility of design within time and cost restraints

Assign, coordinate, and review work and activities of programming personnel

Collaborate with computer manufacturers and users to develop new programming methods

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instruction so others can understand the program

Conduct trial runs of program and software applications to be sure they will produce the desired information and that the instructions are correct

Confer with systems analysts, engineers, programmers and others to obtain information on project limitations and capabilities, performance requirements and interfaces

Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs

Consult with customers about software system design and maintenance

Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes

Coordinate software system installation and monitor equipment functioning to ensure specifications are met

Correct errors by making appropriate changes and then recheck the program to ensure that the desired results are produced

Design and develop database management systems, image processing, collaborative tools, data manipulation techniques, data visualization techniques, and directory services

Design and develop tools for the MS Windows and relevant operating system platforms

Design and develop tools that integrate with commercial applications

Design, develop, and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequence of design

Develop and direct software system testing and validation procedures, programming, and documentation

Develop unit and functional test plan

Investigate whether networks, workstations, the central processing unit of the system, or peripheral equipment are responding to a program's instructions

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance

Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements

Prepare detailed workflow charts and diagrams that describe input, output, and logical operational, and convert them into a series of instructions coded in a computer language

Provide database architectural and design capabilities

Provide the operations and maintenance of operational systems

Train subordinates in programming and program coding

Write or contribute to instructions or manuals to guide end users

Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or receiving data, or controlling other equipment

Written, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic

Knowledge, Skills, and Abilities

Complex Problem Solving – identifying complex problems and reviewing related information to develop and evaluate options and implement new ones.

Computers and electronics – Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and personal service – knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Engineering and technology – knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Mathematics – knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.

• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.

• Relevant certifications will be considered equivalent to three (3) months of specialized experience.

• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.

• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).

• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).

• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Metadata management software – ALL fusion Erwin data Modeler; Data Modeling Software; IBM Rational Data Architect; Visual paradigm DM Visual ARCHITECT
Object or component oriented development software – Microsoft Visual C#.NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase Power Builder.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Developer (Systems Software) - Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Coverts project specification and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develops and writes computer programs to store, locate, and retrieve specific documents, data, and information. Analyzes functional business applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Provides technical support in the evaluation of prime object names, data elements, and other objects. Ensures that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensures that the proposed objects are consistent with data and process models. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Develops block diagrams and logic flow charts. Prepares required documentation.

Short Summary:

Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Duties, Tasks, and Responsibilities

Analyze user needs and software requirements to determine feasibility of design within time and cost restraints

Assign, coordinate, and review work and activities of programming personnel

Collaborate with computer manufacturers and users to develop new programming methods

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instruction so others can understand the program

Conduct trial runs of program and software applications to be sure they will produce the desired information and that the instructions are correct

Confer with systems analysts, engineers, programmers and others to obtain information on project limitations and capabilities, performance requirements and interfaces

Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs

Consult with customers about software system design and maintenance

Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes

Coordinate software system installation and monitor equipment functioning to ensure specifications are met

Correct errors by making appropriate changes and then recheck the program to ensure that the desired results are produced

Design and develop database management systems, image processing, collaborative tools, data manipulation techniques, data visualization techniques, and directory services

Design and develop tools for the MS Windows and relevant operating system platforms

Design and develop tools that integrate with commercial applications

Design, develop, and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequence of design

Develop and direct software system testing and validation procedures, programming, and documentation

Develop unit and functional test plan

Investigate whether networks, workstations, the central processing unit of the system, or peripheral equipment are responding to a program's instructions

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance

Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements

Prepare detailed workflow charts and diagrams that describe input, output, and logical operational, and convert them into a series of instructions coded in a computer language

Provide database architectural and design capabilities

Provide the operations and maintenance of operational systems

Train subordinates in programming and program coding

Write or contribute to instructions or manuals to guide end users

Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or receiving data, or controlling other equipment

Written, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic

Knowledge, Skills, and Abilities

Complex Problem Solving - identifying complex problems and reviewing related information to develop and evaluate options and implement new ones.

Computers and electronics – Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and personal service – knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Engineering and technology – knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Mathematics – knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Metadata management software – ALL fusion Erwin data Modeler; Data Modeling Software; IBM Rational Data Architect; Visual paradigm DM Visual ARCHITECT
Object or component oriented development software – Microsoft Visual C#.NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase Power Builder.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation

of contractor performance will be completed by the government at the contract level.

Software Developer (Systems Software) - Full Performance

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.
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Short Summary:

Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Duties, Tasks, and Responsibilities

Analyze user needs and software requirements to determine feasibility of design within time and cost restraints

Assign, coordinate, and review work and activities of programming personnel

Collaborate with computer manufacturers and users to develop new programming methods

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instruction so others can understand the program

Conduct trial runs of program and software applications to be sure they will produce the desired information and that the instructions are correct

Confer with systems analysts, engineers, programmers and others to obtain information on project limitations and capabilities, performance requirements and interfaces

Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs

Consult with customers about software system design and maintenance

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Coordinate software system installation and monitor equipment functioning to ensure specifications are met

Correct errors by making appropriate changes and then recheck the program to ensure that the desired results are produced

Design and develop database management systems, image processing, collaborative tools, data manipulation techniques, data visualization techniques, and directory services

Design and develop tools for the MS Windows and relevant operating system platforms

Design and develop tools that integrate with commercial applications

Design, develop, and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequence of design

Develop and direct software system testing and validation procedures, programming, and documentation

Develop unit and functional test plan

Investigate whether networks, workstations, the central processing unit of the system, or peripheral equipment are responding to a program's instructions

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance

Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements

Prepare detailed workflow charts and diagrams that describe input, output, and logical operational, and convert them into a series of instructions coded in a computer language

Provide database architectural and design capabilities

Provide the operations and maintenance of operational systems

Train subordinates in programming and program coding

Write or contribute to instructions or manuals to guide end users

Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or receiving data, or controlling other equipment

Written, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic

Knowledge, Skills, and Abilities

Complex Problem Solving – identifying complex problems and reviewing related information to develop and evaluate options and implement new ones.

Computers and electronics – Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and personal service – knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Engineering and technology – knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Mathematics – knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Metadata management software – ALL fusion Erwin data Modeler; Data Modeling Software; IBM Rational Data Architect; Visual paradigm DM Visual ARCHITECT
Object or component oriented development software – Microsoft Visual C#.NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase Power Builder.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Developer (Systems Software) - Manager

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.
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Short Summary:

Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

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Design and develop tools that integrate with commercial applications

Design, develop, and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequence of design

Develop and direct software system testing and validation procedures, programming, and documentation

Develop unit and functional test plan

Investigate whether networks, workstations, the central processing unit of the system, or peripheral equipment are responding to a program's instructions

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Written, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic

Knowledge, Skills, and Abilities

Complex Problem Solving – identifying complex problems and reviewing related information to develop and evaluate options and implement new ones.

Computers and electronics – Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and personal service – knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Engineering and technology – knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Mathematics – knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Metadata management software – ALL fusion Erwin data Modeler; Data Modeling Software; IBM Rational Data Architect; Visual paradigm DM Visual ARCHITECT
Object or component oriented development software – Microsoft Visual C#.NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase Power Builder.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Developer (Systems Software) - Senior

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.
Coverts project specification and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develops and writes computer programs to store, locate, and retrieve specific documents, data, and information. Analyzes functional business applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Provides technical support in the evaluation of prime object names, data elements, and other objects. Ensures that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensures that the proposed objects are consistent with data and process models. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Develops block diagrams and logic flow charts. Prepares required documentation.

Short Summary:

Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Duties, Tasks, and Responsibilities

Analyze user needs and software requirements to determine feasibility of design within time and cost restraints

Assign, coordinate, and review work and activities of programming personnel

Collaborate with computer manufacturers and users to develop new programming methods

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instruction so others can understand the program

Conduct trial runs of program and software applications to be sure they will produce the desired information and that the instructions are correct

Confer with systems analysts, engineers, programmers and others to obtain information on project limitations and capabilities, performance requirements and interfaces

Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs

Consult with customers about software system design and maintenance

Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes

Coordinate software system installation and monitor equipment functioning to ensure specifications are met

Correct errors by making appropriate changes and then recheck the program to ensure that the desired results are produced

Design and develop database management systems, image processing, collaborative tools, data manipulation techniques, data visualization techniques, and directory services

Design and develop tools for the MS Windows and relevant operating system platforms

Design and develop tools that integrate with commercial applications

Design, develop, and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequence of design

Develop and direct software system testing and validation procedures, programming, and documentation

Develop unit and functional test plan

Investigate whether networks, workstations, the central processing unit of the system, or peripheral equipment are responding to a program's instructions

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance

Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements

Prepare detailed workflow charts and diagrams that describe input, output, and logical operational, and convert them into a series of instructions coded in a computer language

Provide database architectural and design capabilities

Provide the operations and maintenance of operational systems

Train subordinates in programming and program coding

Write or contribute to instructions or manuals to guide end users

Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or receiving data, or controlling other equipment

Written, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic

Knowledge, Skills, and Abilities

Complex Problem Solving – identifying complex problems and reviewing related information to develop and evaluate options and implement new ones.

Computers and electronics – Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and personal service – knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Engineering and technology – knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Mathematics – knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Metadata management software – ALL fusion Erwin data Modeler; Data Modeling Software; IBM Rational Data Architect; Visual paradigm DM Visual ARCHITECT
Object or component oriented development software – Microsoft Visual C#.NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase Power Builder.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Developer (Systems Software) - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.
Coverts project specification and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develops and writes computer programs to store, locate, and retrieve specific documents, data, and information. Analyzes functional business applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Provides technical support in the evaluation of prime object names, data elements, and other objects. Ensures that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensures that the proposed objects are consistent with data and process models. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Develops block diagrams and logic flow charts. Prepares required documentation.

Short Summary:

Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Duties, Tasks, and Responsibilities

Analyze user needs and software requirements to determine feasibility of design within time and cost restraints

Assign, coordinate, and review work and activities of programming personnel

Collaborate with computer manufacturers and users to develop new programming methods

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instruction so others can understand the program

Conduct trial runs of program and software applications to be sure they will produce the desired information and that the instructions are correct

Confer with systems analysts, engineers, programmers and others to obtain information on project limitations and capabilities, performance requirements and interfaces

Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs

Consult with customers about software system design and maintenance

Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes

Coordinate software system installation and monitor equipment functioning to ensure specifications are met

Correct errors by making appropriate changes and then recheck the program to ensure that the desired results are produced

Design and develop database management systems, image processing, collaborative tools, data manipulation techniques, data visualization techniques, and directory services

Design and develop tools for the MS Windows and relevant operating system platforms

Design and develop tools that integrate with commercial applications

Design, develop, and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequence of design

Develop and direct software system testing and validation procedures, programming, and documentation

Develop unit and functional test plan

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Provide database architectural and design capabilities

Provide the operations and maintenance of operational systems

Train subordinates in programming and program coding

Write or contribute to instructions or manuals to guide end users

Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or receiving data, or controlling other equipment

Written, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic

Knowledge, Skills, and Abilities

Complex Problem Solving – identifying complex problems and reviewing related information to develop and evaluate options and implement new ones.

Computers and electronics – Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and personal service – knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Engineering and technology – knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Mathematics – knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Metadata management software – ALL fusion Erwin data Modeler; Data Modeling Software; IBM Rational Data Architect; Visual paradigm DM Visual ARCHITECT
Object or component oriented development software – Microsoft Visual C#.NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase Power Builder.

Tools

Desktop Computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Engineer - Developmental

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 10/6/2012

Standard Occupational Code:
 [15-1133] Software Developers, Systems Software
 [15-1133] Software Developers, Systems Software

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis.

Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Short Summary:

Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Duties, Tasks, and Responsibilities

  Advise customer about, or perform, maintenance of software system.

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with customers about software system design and maintenance.

Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Coordinate installation of software system.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop and direct software system testing and validation procedures.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Monitor functioning of equipment to ensure system operates in conformance with specifications.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Specify power supply requirements and configuration.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.

Train users to use new or modified equipment.

Utilize microcontrollers to develop control signals, implement control algorithms and measure process variables such as temperatures, pressures and positions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Data base management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

Web platform development software — Apache Struts; Hypertext markup language HTML; JavaScript; Ruby on Rails

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Engineer - Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis.
Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Short Summary:

Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Duties, Tasks, and Responsibilities

Advise customer about, or perform, maintenance of software system.

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with customers about software system design and maintenance.

Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Coordinate installation of software system.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop and direct software system testing and validation procedures.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Monitor functioning of equipment to ensure system operates in conformance with specifications.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Specify power supply requirements and configuration.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.

Train users to use new or modified equipment.

Utilize microcontrollers to develop control signals, implement control algorithms and measure process variables such as temperatures, pressures and positions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

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Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

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Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

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Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

Web platform development software — Apache Struts; Hypertext markup language HTML; JavaScript; Ruby on Rails

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Engineer - Full Performance

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Short Summary:

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Duties, Tasks, and Responsibilities

Advise customer about, or perform, maintenance of software system.

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with customers about software system design and maintenance.

Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Coordinate installation of software system.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop and direct software system testing and validation procedures.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Monitor functioning of equipment to ensure system operates in conformance with specifications.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Specify power supply requirements and configuration.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.

Train users to use new or modified equipment.

Utilize microcontrollers to develop control signals, implement control algorithms and measure process variables such as temperatures, pressures and positions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Engineer - Manager

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

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Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Engineer - Senior

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

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• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

Web platform development software — Apache Struts; Hypertext markup language HTML; JavaScript; Ruby on Rails

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation

of contractor performance will be completed by the government at the contract level.

Software Engineer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis.
Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Short Summary:

Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Duties, Tasks, and Responsibilities

Advise customer about, or perform, maintenance of software system.

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with customers about software system design and maintenance.

Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Coordinate installation of software system.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop and direct software system testing and validation procedures.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Monitor functioning of equipment to ensure system operates in conformance with specifications.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Specify power supply requirements and configuration.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.

Train users to use new or modified equipment.

Utilize microcontrollers to develop control signals, implement control algorithms and measure process variables such as temperatures, pressures and positions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Data base management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

Web platform development software — Apache Struts; Hypertext markup language HTML; JavaScript; Ruby on Rails

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation

of contractor performance will be completed by the government at the contract level.

Software Quality Assurance Specialist/Applications Tester - Developmental

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 10/6/2012

Standard Occupational Code:
 [15-1199] Computer Occupations, All Other

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation.   Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle

Short Summary:
Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle

Duties, Tasks, and Responsibilities

Assist the sponsor in the evaluation of software and associated documentation.

Collaborate with field staff or customers to evaluate or diagnose problems and recommend possible solutions.

Conduct historical analyses of test results.

Conduct software compatibility tests with programs, hardware, operating systems, or network environments.

Coordinate user or third party testing.

Create or maintain databases of known test defects.

Design or develop automated testing tools.

Design test plans, scenarios, scripts, or procedures.

Develop and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources.

Develop or specify standards, methods, or procedures to determine product quality or release readiness.

Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.

Document software defects, using a bug tracking system, and report defects to software developers.

Document test procedures to ensure replicability and compliance with standards.

Evaluate or recommend software for testing or bug tracking.

Identify program deviance from standards, and suggest modifications to ensure compliance.

Identify, analyze, and document problems with program function, output, online screen, or content.

Install and configure recreations of software production environments to allow testing of software performance.

Install, maintain, or use software testing programs.

Investigate customer problems referred by technical support.

Monitor bug resolution efforts and track successes.

Monitor program performance to ensure efficient and problem-free operations.

Participate in formal and informal reviews to determine quality.

Participate in product design reviews to provide input on functional requirements, product designs, schedules, or potential problems.

Perform initial debugging procedures by reviewing configuration files, logs, or code pieces to determine breakdown source.

Plan test schedules or strategies in accordance with project scope or delivery dates.

Provide feedback and recommendations to developers on software usability and functionality.

Provide technical support during software installation or configuration.

Review software documentation to ensure technical accuracy, compliance, or completeness, or to mitigate risks.

Test system modifications to prepare for implementation.

Update automated test scripts to ensure currency.

Visit beta testing sites to evaluate software performance.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Quality Control Analysis — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Development environment software — Apache Ant; CruiseControl *; JetBrains IntelliJ IDEA; Microsoft Visual Basic

Object or component oriented development software — Acresso InstallAnywhere; Apple Cocoa; Objective-C; Practical extraction and reporting language Perl

Operating system software — Linux; UNIX; VMWare Workstation; Wind River Systems VxWorks

Program testing software — Borland SilkTest; JUnit; Watir *; YourKit Java Profiler

Web platform development software — Apache Tomcat; Hypertext markup language HTML; JavaScript; Microsoft ASP.NET

Tools

Computer servers — Application servers

Desktop computers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Mainframe computers — Supercomputers

Notebook computers — Laptop computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Quality Assurance Specialist/Applications Tester - Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle

Short Summary:

Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle

Duties, Tasks, and Responsibilities

Assist the sponsor in the evaluation of software and associated documentation.

Collaborate with field staff or customers to evaluate or diagnose problems and recommend possible solutions.

Conduct historical analyses of test results.

Conduct software compatibility tests with programs, hardware, operating systems, or network environments.

Coordinate user or third party testing.

Create or maintain databases of known test defects.

Design or develop automated testing tools.

Design test plans, scenarios, scripts, or procedures.

Develop and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources.

Develop or specify standards, methods, or procedures to determine product quality or release readiness.

Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.

Document software defects, using a bug tracking system, and report defects to software developers.

Document test procedures to ensure replicability and compliance with standards.

Evaluate or recommend software for testing or bug tracking.

Identify program deviance from standards, and suggest modifications to ensure compliance.

Identify, analyze, and document problems with program function, output, online screen, or content.

Install and configure recreations of software production environments to allow testing of software performance.

Install, maintain, or use software testing programs.

Investigate customer problems referred by technical support.

Monitor bug resolution efforts and track successes.

Monitor program performance to ensure efficient and problem-free operations.

Participate in formal and informal reviews to determine quality.

Participate in product design reviews to provide input on functional requirements, product designs, schedules, or potential problems.

Perform initial debugging procedures by reviewing configuration files, logs, or code pieces to determine breakdown source.

Plan test schedules or strategies in accordance with project scope or delivery dates.

Provide feedback and recommendations to developers on software usability and functionality.

Provide technical support during software installation or configuration.

Review software documentation to ensure technical accuracy, compliance, or completeness, or to mitigate risks.

Test system modifications to prepare for implementation.

Update automated test scripts to ensure currency.

Visit beta testing sites to evaluate software performance.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Quality Control Analysis — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Development environment software — Apache Ant; CruiseControl *; JetBrains IntelliJ IDEA; Microsoft Visual Basic

Object or component oriented development software — Acresso InstallAnywhere; Apple Cocoa; Objective-C; Practical extraction and reporting language Perl

Operating system software — Linux; UNIX; VMWare Workstation; Wind River Systems VxWorks

Program testing software — Borland SilkTest; JUnit; Watir *; YourKit Java Profiler

Web platform development software — Apache Tomcat; Hypertext markup language HTML; JavaScript; Microsoft ASP.NET

Tools

Computer servers — Application servers

Desktop computers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Mainframe computers — Supercomputers

Notebook computers — Laptop computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Quality Assurance Specialist/Applications Tester - Full Performance

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation.   Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle

Short Summary:

Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle

Duties, Tasks, and Responsibilities

Assist the sponsor in the evaluation of software and associated documentation.

Collaborate with field staff or customers to evaluate or diagnose problems and recommend possible solutions.

Conduct historical analyses of test results.

Conduct software compatibility tests with programs, hardware, operating systems, or network environments.

Coordinate user or third party testing.

Create or maintain databases of known test defects.

Design or develop automated testing tools.

Design test plans, scenarios, scripts, or procedures.

Develop and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources.

Develop or specify standards, methods, or procedures to determine product quality or release readiness.

Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.

Document software defects, using a bug tracking system, and report defects to software developers.

Document test procedures to ensure replicability and compliance with standards.

Evaluate or recommend software for testing or bug tracking.

Identify program deviance from standards, and suggest modifications to ensure compliance.

Identify, analyze, and document problems with program function, output, online screen, or content.

Install and configure recreations of software production environments to allow testing of software performance.

Install, maintain, or use software testing programs.

Investigate customer problems referred by technical support.

Monitor bug resolution efforts and track successes.

Monitor program performance to ensure efficient and problem-free operations.

Participate in formal and informal reviews to determine quality.

Participate in product design reviews to provide input on functional requirements, product designs, schedules, or potential problems.

Perform initial debugging procedures by reviewing configuration files, logs, or code pieces to determine breakdown source.

Plan test schedules or strategies in accordance with project scope or delivery dates.

Provide feedback and recommendations to developers on software usability and functionality.

Provide technical support during software installation or configuration.

Review software documentation to ensure technical accuracy, compliance, or completeness, or to mitigate risks.

Test system modifications to prepare for implementation.

Update automated test scripts to ensure currency.

Visit beta testing sites to evaluate software performance.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Quality Control Analysis — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Development environment software — Apache Ant; CruiseControl *; JetBrains IntelliJ IDEA; Microsoft Visual Basic

Object or component oriented development software — Acresso InstallAnywhere; Apple Cocoa; Objective-C; Practical extraction and reporting language Perl

Operating system software — Linux; UNIX; VMWare Workstation; Wind River Systems VxWorks

Program testing software — Borland SilkTest; JUnit; Watir *; YourKit Java Profiler

Web platform development software — Apache Tomcat; Hypertext markup language HTML; JavaScript; Microsoft ASP.NET

Tools

Computer servers — Application servers

Desktop computers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Mainframe computers — Supercomputers

Notebook computers — Laptop computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Quality Assurance Specialist/Applications Tester - Manager

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle

Short Summary:

Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle

Duties, Tasks, and Responsibilities

Assist the sponsor in the evaluation of software and associated documentation.

Collaborate with field staff or customers to evaluate or diagnose problems and recommend possible solutions.

Conduct historical analyses of test results.

Conduct software compatibility tests with programs, hardware, operating systems, or network environments.

Coordinate user or third party testing.

Create or maintain databases of known test defects.

Design or develop automated testing tools.

Design test plans, scenarios, scripts, or procedures.

Develop and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources.

Develop or specify standards, methods, or procedures to determine product quality or release readiness.

Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.

Document software defects, using a bug tracking system, and report defects to software developers.

Document test procedures to ensure replicability and compliance with standards.

Evaluate or recommend software for testing or bug tracking.

Identify program deviance from standards, and suggest modifications to ensure compliance.

Identify, analyze, and document problems with program function, output, online screen, or content.

Install and configure recreations of software production environments to allow testing of software performance.

Install, maintain, or use software testing programs.

Investigate customer problems referred by technical support.

Monitor bug resolution efforts and track successes.

Monitor program performance to ensure efficient and problem-free operations.

Participate in formal and informal reviews to determine quality.

Participate in product design reviews to provide input on functional requirements, product designs, schedules, or potential problems.

Perform initial debugging procedures by reviewing configuration files, logs, or code pieces to determine breakdown source.

Plan test schedules or strategies in accordance with project scope or delivery dates.

Provide feedback and recommendations to developers on software usability and functionality.

Provide technical support during software installation or configuration.

Review software documentation to ensure technical accuracy, compliance, or completeness, or to mitigate risks.

Test system modifications to prepare for implementation.

Update automated test scripts to ensure currency.

Visit beta testing sites to evaluate software performance.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

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Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

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Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Quality Control Analysis — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Development environment software — Apache Ant; CruiseControl *; JetBrains IntelliJ IDEA; Microsoft Visual Basic

Object or component oriented development software — Acresso InstallAnywhere; Apple Cocoa; Objective-C; Practical extraction and reporting language Perl

Operating system software — Linux; UNIX; VMWare Workstation; Wind River Systems VxWorks

Program testing software — Borland SilkTest; JUnit; Watir *; YourKit Java Profiler

Web platform development software — Apache Tomcat; Hypertext markup language HTML; JavaScript; Microsoft ASP.NET

Tools

Computer servers — Application servers

Desktop computers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Mainframe computers — Supercomputers

Notebook computers — Laptop computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Quality Assurance Specialist/Applications Tester - Senior

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation.   Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle

Short Summary:

Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle

Duties, Tasks, and Responsibilities

Assist the sponsor in the evaluation of software and associated documentation.

Collaborate with field staff or customers to evaluate or diagnose problems and recommend possible solutions.

Conduct historical analyses of test results.

Conduct software compatibility tests with programs, hardware, operating systems, or network environments.

Coordinate user or third party testing.

Create or maintain databases of known test defects.

Design or develop automated testing tools.

Design test plans, scenarios, scripts, or procedures.

Develop and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources.

Develop or specify standards, methods, or procedures to determine product quality or release readiness.

Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.

Document software defects, using a bug tracking system, and report defects to software developers.

Document test procedures to ensure replicability and compliance with standards.

Evaluate or recommend software for testing or bug tracking.

Identify program deviance from standards, and suggest modifications to ensure compliance.

Identify, analyze, and document problems with program function, output, online screen, or content.

Install and configure recreations of software production environments to allow testing of software performance.

Install, maintain, or use software testing programs.

Investigate customer problems referred by technical support.

Monitor bug resolution efforts and track successes.

Monitor program performance to ensure efficient and problem-free operations.

Participate in formal and informal reviews to determine quality.

Participate in product design reviews to provide input on functional requirements, product designs, schedules, or potential problems.

Perform initial debugging procedures by reviewing configuration files, logs, or code pieces to determine breakdown source.

Plan test schedules or strategies in accordance with project scope or delivery dates.

Provide feedback and recommendations to developers on software usability and functionality.

Provide technical support during software installation or configuration.

Review software documentation to ensure technical accuracy, compliance, or completeness, or to mitigate risks.

Test system modifications to prepare for implementation.

Update automated test scripts to ensure currency.

Visit beta testing sites to evaluate software performance.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Quality Control Analysis — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Development environment software — Apache Ant; CruiseControl *; JetBrains IntelliJ IDEA; Microsoft Visual Basic

Object or component oriented development software — Acresso InstallAnywhere; Apple Cocoa; Objective-C; Practical extraction and reporting language Perl

Operating system software — Linux; UNIX; VMWare Workstation; Wind River Systems VxWorks

Program testing software — Borland SilkTest; JUnit; Watir *; YourKit Java Profiler

Web platform development software — Apache Tomcat; Hypertext markup language HTML; JavaScript; Microsoft ASP.NET

Tools

Computer servers — Application servers

Desktop computers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Mainframe computers — Supercomputers

Notebook computers — Laptop computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Quality Assurance Specialist/Applications Tester - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation.   Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle

Short Summary:

Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle

Duties, Tasks, and Responsibilities

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Collaborate with field staff or customers to evaluate or diagnose problems and recommend possible solutions.

Conduct historical analyses of test results.

Conduct software compatibility tests with programs, hardware, operating systems, or network environments.

Coordinate user or third party testing.

Create or maintain databases of known test defects.

Design or develop automated testing tools.

Design test plans, scenarios, scripts, or procedures.

Develop and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources.

Develop or specify standards, methods, or procedures to determine product quality or release readiness.

Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.

Document software defects, using a bug tracking system, and report defects to software developers.

Document test procedures to ensure replicability and compliance with standards.

Evaluate or recommend software for testing or bug tracking.

Identify program deviance from standards, and suggest modifications to ensure compliance.

Identify, analyze, and document problems with program function, output, online screen, or content.

Install and configure recreations of software production environments to allow testing of software performance.

Install, maintain, or use software testing programs.

Investigate customer problems referred by technical support.

Monitor bug resolution efforts and track successes.

Monitor program performance to ensure efficient and problem-free operations.

Participate in formal and informal reviews to determine quality.

Participate in product design reviews to provide input on functional requirements, product designs, schedules, or potential problems.

Perform initial debugging procedures by reviewing configuration files, logs, or code pieces to determine breakdown source.

Plan test schedules or strategies in accordance with project scope or delivery dates.

Provide feedback and recommendations to developers on software usability and functionality.

Provide technical support during software installation or configuration.

Review software documentation to ensure technical accuracy, compliance, or completeness, or to mitigate risks.

Test system modifications to prepare for implementation.

Update automated test scripts to ensure currency.

Visit beta testing sites to evaluate software performance.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

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Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

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Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

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Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Development environment software — Apache Ant; CruiseControl *; JetBrains IntelliJ IDEA; Microsoft Visual Basic

Object or component oriented development software — Acresso InstallAnywhere; Apple Cocoa; Objective-C; Practical extraction and reporting language Perl

Operating system software — Linux; UNIX; VMWare Workstation; Wind River Systems VxWorks

Program testing software — Borland SilkTest; JUnit; Watir *; YourKit Java Profiler

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Notebook computers — Laptop computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Systems Specialist - Developmental

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 10/5/2012

Standard Occupational Code:
[15-1133] Software Developers, Systems Software
[15-1133] Software Developers, Systems Software

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Provides application development-programming for projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Converts project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develops and writes computer programs to store, locate, and retrieve specific documents, data, and information. Analyzes functional business applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Provide technical support in the evaluation of prime object names, data elements, and other objects. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the proposed objects are consistent with data and process models. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements.   Develops block diagrams and logic flow charts.

Short Summary:
Provides application development-programming for projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications....

Duties, Tasks, and Responsibilities

Analyze user needs and software requirements to determine feasibility of design within time and cost

constraints.

Assign, coordinate, and review work and activities of programming personnel.

Collaborate with computer manufacturers and other users to develop new programming methods.

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program.

Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs.

Consult with customers about software system design and maintenance.

Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Correct errors by making appropriate changes and then recheck the program to ensure that the desired results are produced.

Design and develop database management systems, image processing, collaborative tools, data manipulation techniques, data visualization techniques, and directory services.

Design and develop tools for the MS Windows and relevant operating system platforms.

Design and develop tools that integrate with commercial applications.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop unit and functional test plan.

Investigate whether networks, workstations, the central processing unit of the system, or peripheral equipment are responding to a program's instructions.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements.

Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language.

Provide database architectural and design capabilities.

Provide the operations and maintenance of operational systems.

Train subordinates in programming and program coding.

Write or contribute to instructions or manuals to guide end users.

Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic.

Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment.

Knowledge, Skills, and Abilities

Agile Development Methods and supporting development platforms to include Ruby on Rails, Lombardi Teamworks, or Domino 7.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Originality — the ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Programming — Writing computer programs for various purposes.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Application Architecture and related technologies: N-Tier/Services Oriented Architecture, Web Services, WebLogic (Application Server), Oracle (RDBMS), PlumTree (Portal); WebLogic Web Server (Web Server); Internet Explorer & Netscape (Browser), Apache Struts (Development Framework); JBuilder Enterprise Edition (IDE); Concurrent Versions System-CVS (Version Management), Embarcadero Describe and System Architect (Architecture Modeling).

Programming and related technologies: Java, C, C++, Perl, Visual Basic, Oracle, MS Office, Lotus Notes/Domino, Java-based development tools (JBuilder), Excalibur RetrievalWare, Internet/Website and Content Management Technologies (i.e., Macromedia Dreamweaver, Fireworks, Flash, Adobe Illustrator and Photoshop, HTML, XML), Web Protocols and Technologies (XML, SOAP, HTML, HTTP, TCP/IP, etc.), Data Architecture and Database System Design, Database management software; Distributed database management software Business Process Management (i.e., Lombardi Works), Software and Systems Engineering, Information Security Operating System/Platform to include: Unix (Solaris), Windows, Linux, Thin Client (i.e., Citrix); Program testing software - defect tracking software; fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner.

Tools

Desktop computers

High end computer servers — Application servers; Directory servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Systems Specialist - Expert

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

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Operations Analysis — Analyzing needs and product requirements to create a design.

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Application Architecture and related technologies: N-Tier/Services Oriented Architecture, Web Services, WebLogic (Application Server), Oracle (RDBMS), PlumTree (Portal); WebLogic Web Server (Web Server); Internet Explorer & Netscape (Browser), Apache Struts (Development Framework); JBuilder Enterprise Edition (IDE); Concurrent Versions System-CVS (Version Management), Embarcadero Describe and System Architect (Architecture Modeling).

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Tools

Desktop computers

High end computer servers — Application servers; Directory servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Systems Specialist - Full Performance

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Application Architecture and related technologies: N-Tier/Services Oriented Architecture, Web Services, WebLogic (Application Server), Oracle (RDBMS), PlumTree (Portal); WebLogic Web Server (Web Server); Internet Explorer & Netscape (Browser), Apache Struts (Development Framework); JBuilder Enterprise Edition (IDE); Concurrent Versions System-CVS (Version Management), Embarcadero Describe and System Architect (Architecture Modeling).

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Systems Specialist - Manager

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Collaborate with computer manufacturers and other users to develop new programming methods.

Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program.

Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs.

Consult with customers about software system design and maintenance.

Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Correct errors by making appropriate changes and then recheck the program to ensure that the desired results are produced.

Design and develop database management systems, image processing, collaborative tools, data manipulation techniques, data visualization techniques, and directory services.

Design and develop tools for the MS Windows and relevant operating system platforms.

Design and develop tools that integrate with commercial applications.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop unit and functional test plan.

Investigate whether networks, workstations, the central processing unit of the system, or peripheral equipment are responding to a program's instructions.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements.

Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language.

Provide database architectural and design capabilities.

Provide the operations and maintenance of operational systems.

Train subordinates in programming and program coding.

Write or contribute to instructions or manuals to guide end users.

Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic.

Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment.

Knowledge, Skills, and Abilities

Agile Development Methods and supporting development platforms to include Ruby on Rails, Lombardi Teamworks, or Domino 7.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Originality — the ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Programming — Writing computer programs for various purposes.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.

• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.

• Relevant certifications will be considered equivalent to three (3) months of specialized experience.

• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.

• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).

• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).

• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:

• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.

• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Application Architecture and related technologies: N-Tier/Services Oriented Architecture, Web Services, WebLogic (Application Server), Oracle (RDBMS), PlumTree (Portal); WebLogic Web Server (Web Server); Internet Explorer & Netscape (Browser), Apache Struts (Development Framework); JBuilder Enterprise Edition (IDE); Concurrent Versions System-CVS (Version Management), Embarcadero Describe and System Architect (Architecture Modeling).

Programming and related technologies: Java, C, C++, Perl, Visual Basic, Oracle, MS Office, Lotus Notes/Domino, Java-based development tools (JBuilder), Excalibur RetrievalWare, Internet/Website and Content Management Technologies (i.e., Macromedia Dreamweaver, Fireworks, Flash, Adobe Illustrator and Photoshop, HTML, XML), Web Protocols and Technologies (XML, SOAP, HTML, HTTP, TCP/IP, etc.), Data Architecture and Database System Design, Database management software; Distributed database management software Business Process Management (i.e., Lombardi Works), Software and Systems Engineering, Information Security Operating System/Platform to include: Unix (Solaris), Windows, Linux, Thin Client (i.e., Citrix); Program testing software - defect tracking software; fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner.

Tools

Desktop computers

High end computer servers — Application servers; Directory servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Systems Specialist - Senior

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Provides application development-programming for projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Converts project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develops and writes computer programs to store, locate, and retrieve specific documents, data, and information. Analyzes functional business applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Provide technical support in the evaluation of prime object names, data elements, and other objects. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the proposed objects are consistent with data and process models. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements.   Develops block diagrams and logic flow charts.

Short Summary:

Provides application development-programming for projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications....

Duties, Tasks, and Responsibilities

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Collaborate with computer manufacturers and other users to develop new programming methods.

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Application Architecture and related technologies: N-Tier/Services Oriented Architecture, Web Services, WebLogic (Application Server), Oracle (RDBMS), PlumTree (Portal); WebLogic Web Server (Web Server); Internet Explorer & Netscape (Browser), Apache Struts (Development Framework); JBuilder Enterprise Edition (IDE); Concurrent Versions System-CVS (Version Management), Embarcadero Describe and System Architect (Architecture Modeling).

Programming and related technologies: Java, C, C++, Perl, Visual Basic, Oracle, MS Office, Lotus Notes/Domino, Java-based development tools (JBuilder), Excalibur RetrievalWare, Internet/Website and Content Management Technologies (i.e., Macromedia Dreamweaver, Fireworks, Flash, Adobe Illustrator and Photoshop, HTML, XML), Web Protocols and Technologies (XML, SOAP, HTML, HTTP, TCP/IP, etc.), Data Architecture and Database System Design, Database management software; Distributed database management software Business Process Management (i.e., Lombardi Works), Software and Systems Engineering, Information Security Operating System/Platform to include: Unix (Solaris), Windows, Linux, Thin Client (i.e., Citrix); Program testing software - defect tracking software; fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner.

Tools

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Notebook computers

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Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Software Systems Specialist - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Computing Services

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

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Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment.

Knowledge, Skills, and Abilities

Agile Development Methods and supporting development platforms to include Ruby on Rails, Lombardi Teamworks, or Domino 7.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

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Operations Analysis — Analyzing needs and product requirements to create a design.

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Minimum Education

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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Application Architecture and related technologies: N-Tier/Services Oriented Architecture, Web Services, WebLogic (Application Server), Oracle (RDBMS), PlumTree (Portal); WebLogic Web Server (Web Server); Internet Explorer & Netscape (Browser), Apache Struts (Development Framework); JBuilder Enterprise Edition (IDE); Concurrent Versions System-CVS (Version Management), Embarcadero Describe and System Architect (Architecture Modeling).

Programming and related technologies: Java, C, C++, Perl, Visual Basic, Oracle, MS Office, Lotus Notes/Domino, Java-based development tools (JBuilder), Excalibur RetrievalWare, Internet/Website and Content Management Technologies (i.e., Macromedia Dreamweaver, Fireworks, Flash, Adobe Illustrator and Photoshop, HTML, XML), Web Protocols and Technologies (XML, SOAP, HTML, HTTP, TCP/IP, etc.), Data Architecture and Database System Design, Database management software; Distributed database management software Business Process Management (i.e., Lombardi Works), Software and Systems Engineering, Information Security Operating System/Platform to include: Unix (Solaris), Windows, Linux, Thin Client (i.e., Citrix); Program testing software - defect tracking software; fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner.

Tools

Desktop computers

High end computer servers — Application servers; Directory servers

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Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Administrator - Developmental

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 10/31/2012

Standard Occupational Code:
[15-1140] Database and Systems Administrators and Network Architects

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.The systems administration encompasses network and server administration. The systems administrator's responsibilities include: implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

Short Summary:

The systems administration encompasses network and server administration. The systems administrator's responsibilities include: implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

Duties, Tasks, and Responsibilities

Assess server loads and work with tech lead on developing tuning recommendations.

Assist in server maintenance and special projects, during extended work hours

Attend TEMs to discuss and agree upon MOAs –ensure MOA is within scope of server team's work.

Build servers: Provide technical configuration, setup, installation services, hardware and coordination for application projects.

Communicate outage/degradation of server to management

Coordinate server installation.

Create and/or update the Asset Management record—responsible for integrity of asset management record.

Create request for service support (SRS) from internal/external service providers

Ensure build report (procedure) is feasible, clear, and concise

Establish server baseline

Execute tasks in the following areas: change request, trouble ticket, routine operation and maintenance, and server build.

Implement baseline changes under tech lead oversight

Maintain server rooms.

Monitor/support tape backup

Perform operating system software updates/upgrades

Perform server checklist.

Perform technical evaluations, analysis, and troubleshooting for all "supported" servers in response to Help Desk Tickets—which includes but not limited the following activities: Server failures, full system outage.

Provide operational pager duty support

Provide remote access to servers

Request hardware replacements

Respond to assigned change requests that are submitted by "internal" and "external" customers.

Restore file and data information

Submit Build Reports for routine deliveries

Support customer in the development of a dedicated server build report as well as an internal build report.

Transition servers

Understand and implement established technical and workflow procedures

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge of Communications and Information Security policies and practices.

Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand

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Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively

Systems Environment — Demonstrated ability to effectively function in a multi-system and/or multi-application environment

Systems — Knowledge of multiple specialties such as operating systems, email or database platforms, storage technologies, or hardware support, including knowledge of operating systems (e.g., NT, Windows 2000, UNIX, XP).

Technologies — Knowledge of existing server technologies including principles and methods used in obtaining maximum utilization of server technologies

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor
performance will be completed by the government at the contract level.

Systems Administrator - Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
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Short Summary:

The systems administration encompasses network and server administration. The systems administrator's responsibilities include: implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

Duties, Tasks, and Responsibilities

Assess server loads and work with tech lead on developing tuning recommendations.

Assist in server maintenance and special projects, during extended work hours

Attend TEMs to discuss and agree upon MOAs –ensure MOA is within scope of server team's work.

Build servers: Provide technical configuration, setup, installation services, hardware and coordination for application projects.

Communicate outage/degradation of server to management

Coordinate server installation.

Create and/or update the Asset Management record—responsible for integrity of asset management record.

Create request for service support (SRS) from internal/external service providers

Ensure build report (procedure) is feasible, clear, and concise

Establish server baseline

Execute tasks in the following areas: change request, trouble ticket, routine operation and maintenance, and server build.

Implement baseline changes under tech lead oversight

Maintain server rooms.

Monitor/support tape backup

Perform operating system software updates/upgrades

Perform server checklist.

Perform technical evaluations, analysis, and troubleshooting for all "supported" servers in response to Help Desk Tickets—which includes but not limited the following activities: Server failures, full system outage.

Provide operational pager duty support

Provide remote access to servers

Request hardware replacements

Respond to assigned change requests that are submitted by "internal" and "external" customers.

Restore file and data information

Submit Build Reports for routine deliveries

Support customer in the development of a dedicated server build report as well as an internal build report.

Transition servers

Understand and implement established technical and workflow procedures

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge of Communications and Information Security policies and practices.

Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

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Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance

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Minimum Education

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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

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Work Environment

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor
performance will be completed by the government at the contract level.

Systems Administrator - Full Performance

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.The systems administration encompasses network and server administration. The systems administrator's responsibilities include: implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

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Duties, Tasks, and Responsibilities

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Communicate outage/degradation of server to management

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Create request for service support (SRS) from internal/external service providers

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Establish server baseline

Execute tasks in the following areas: change request, trouble ticket, routine operation and maintenance, and server build.

Implement baseline changes under tech lead oversight

Maintain server rooms.

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Knowledge, Skills, and Abilities

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Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

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Supervision Received and Given

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performance will be completed by the government at the contract level.

Systems Administrator - Manager

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

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Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

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Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.The systems administration encompasses network and server administration. The systems administrator's responsibilities include: implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

Short Summary:

The systems administration encompasses network and server administration. The systems administrator's responsibilities include: implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

Duties, Tasks, and Responsibilities

Assess server loads and work with tech lead on developing tuning recommendations.

Assist in server maintenance and special projects, during extended work hours

Attend TEMs to discuss and agree upon MOAs –ensure MOA is within scope of server team's work.

Build servers: Provide technical configuration, setup, installation services, hardware and coordination for application projects.

Communicate outage/degradation of server to management

Coordinate server installation.

Create and/or update the Asset Management record—responsible for integrity of asset management record.

Create request for service support (SRS) from internal/external service providers

Ensure build report (procedure) is feasible, clear, and concise

Establish server baseline

Execute tasks in the following areas: change request, trouble ticket, routine operation and maintenance, and server build.

Implement baseline changes under tech lead oversight

Maintain server rooms.

Monitor/support tape backup

Perform operating system software updates/upgrades

Perform server checklist.

Perform technical evaluations, analysis, and troubleshooting for all "supported" servers in response to Help Desk Tickets—which includes but not limited the following activities: Server failures, full system outage.

Provide operational pager duty support

Provide remote access to servers

Request hardware replacements

Respond to assigned change requests that are submitted by "internal" and "external" customers.

Restore file and data information

Submit Build Reports for routine deliveries

Support customer in the development of a dedicated server build report as well as an internal build report.

Transition servers

Understand and implement established technical and workflow procedures

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge of Communications and Information Security policies and practices.

Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively

Systems Environment — Demonstrated ability to effectively function in a multi-system and/or multi-application environment

Systems — Knowledge of multiple specialties such as operating systems, email or database platforms, storage technologies, or hardware support, including knowledge of operating systems (e.g., NT, Windows 2000, UNIX, XP).

Technologies — Knowledge of existing server technologies including principles and methods used in obtaining maximum utilization of server technologies

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor
performance will be completed by the government at the contract level.

Systems Administrator - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
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Minimum Education

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor
performance will be completed by the government at the contract level.

Systems Analyst - Developmental

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer.   Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

Short Summary:

Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems. Establishes system parameters and formats, and ensures hardware/software compatibility.
Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer.   Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

Duties, Tasks, and Responsibilities

Advise on new techniques and estimated costs associated with new or revised programs and utilities - taking into consideration personnel, time, and hardware requirements and makes trade-off analyses

Analyze information processing or computation needs and plan and design computer systems, using techniques such as structured analysis, data modeling and information engineering.

Analyze new hardware and software to determine their need or application in the existing or proposed system

Assess the usefulness of pre-developed application packages and adapt them to a user environment.

Confer with clients regarding the nature of the information processing or computation needs a computer program is to address.

Consult with management to ensure agreement on system principles.

Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared.

Define the goals of the system and devise flow charts and diagrams describing logical operational steps of programs.

Determine computer software or hardware needed to set up or alter system.

Develop, document and revise system design procedures, test procedures, and quality standards.

Expand or modify system to serve new purposes or improve workflow.

Interview or survey workers, observe job performance or perform the job to determine what information is processed and how it is processed.

Prepare cost-benefit and return-on-investment analyses to aid in decisions on system implementation.

Read manuals, periodicals, and technical reports to learn how to develop programs that meet staff and user requirements.

Recommend new equipment or software packages.

Review and analyze computer printouts and performance indicators to locate code problems, and correct errors by correcting codes.

Review documentation, describing system specifications and operating instructions, and revise existing processes and procedures to correct deficiencies and maintain more effective data handling, conversion, input/output requirements and storage.

Specify inputs accessed by the system and plan the distribution and use of the results.

Supervise computer programmers or other systems analysts or serve as project leaders for particular systems projects.

Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.

Train staff and users to work with computer systems and programs.

Use object-oriented programming languages, as well as client/server applications development processes and multimedia and Internet technology.

Utilize the computer in the analysis and solution of business problems such as development of integrated production and inventory control and cost analysis systems.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Quality Control Analysis — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Service Orientation — Actively looking for ways to help people.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Configuration management software — Automated installation software; IBM Rational ClearCase; Wise Solutions software; Wise Solutions Wise for Windows Installer

Data base management system software — Database management software; Microsoft SQL Server; Oracle DBMS; Relational database management software

Development environment software — C; IBM Rational Rose XDE Developer; Microsoft Visual Basic; Symantec Visual Caf

Object or component oriented development software — C++; Distributed component object model DCOM software; Rapide; Sun Microsystems Java

Program testing software — Compatibility testing software; Defect tracking software; Mercury Interactive LoadRunner; Usability testing software

Web platform development software — Active directory software; Allaire ColdFusion; Hypertext markup language HTML; JavaScript

Tools

Desktop computers

Mainframe computers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Analyst - Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

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Analyze new hardware and software to determine their need or application in the existing or proposed system

Assess the usefulness of pre-developed application packages and adapt them to a user environment.

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Consult with management to ensure agreement on system principles.

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Supervise computer programmers or other systems analysts or serve as project leaders for particular systems projects.

Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.

Train staff and users to work with computer systems and programs.

Use object-oriented programming languages, as well as client/server applications development processes and multimedia and Internet technology.

Utilize the computer in the analysis and solution of business problems such as development of integrated production and inventory control and cost analysis systems.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Quality Control Analysis — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Service Orientation — Actively looking for ways to help people.

Speech Clarity — The ability to speak clearly so others can understand you.

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Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Configuration management software — Automated installation software; IBM Rational ClearCase; Wise Solutions software; Wise Solutions Wise for Windows Installer

Data base management system software — Database management software; Microsoft SQL Server; Oracle DBMS; Relational database management software

Development environment software — C; IBM Rational Rose XDE Developer; Microsoft Visual Basic; Symantec Visual Caf

Object or component oriented development software — C++; Distributed component object model DCOM software; Rapide; Sun Microsystems Java

Program testing software — Compatibility testing software; Defect tracking software; Mercury Interactive LoadRunner; Usability testing software

Web platform development software — Active directory software; Allaire ColdFusion; Hypertext markup language HTML; JavaScript

Tools

Desktop computers

Mainframe computers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Analyst - Full Performance

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer.   Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

Short Summary:

Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems. Establishes system parameters and formats, and ensures hardware/software compatibility.
Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer.   Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

Duties, Tasks, and Responsibilities

Advise on new techniques and estimated costs associated with new or revised programs and utilities - taking into consideration personnel, time, and hardware requirements and makes trade-off analyses

Analyze information processing or computation needs and plan and design computer systems, using techniques such as structured analysis, data modeling and information engineering.

Analyze new hardware and software to determine their need or application in the existing or proposed system

Assess the usefulness of pre-developed application packages and adapt them to a user environment.

Confer with clients regarding the nature of the information processing or computation needs a computer program is to address.

Consult with management to ensure agreement on system principles.

Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared.

Define the goals of the system and devise flow charts and diagrams describing logical operational steps of programs.

Determine computer software or hardware needed to set up or alter system.

Develop, document and revise system design procedures, test procedures, and quality standards.

Expand or modify system to serve new purposes or improve workflow.

Interview or survey workers, observe job performance or perform the job to determine what information is processed and how it is processed.

Prepare cost-benefit and return-on-investment analyses to aid in decisions on system implementation.

Read manuals, periodicals, and technical reports to learn how to develop programs that meet staff and user requirements.

Recommend new equipment or software packages.

Review and analyze computer printouts and performance indicators to locate code problems, and correct errors by correcting codes.

Review documentation, describing system specifications and operating instructions, and revise existing processes and procedures to correct deficiencies and maintain more effective data handling, conversion, input/output requirements and storage.

Specify inputs accessed by the system and plan the distribution and use of the results.

Supervise computer programmers or other systems analysts or serve as project leaders for particular systems projects.

Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.

Train staff and users to work with computer systems and programs.

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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

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Supervision Received and Given

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Systems Analyst - Manager

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Configuration management software — Automated installation software; IBM Rational ClearCase; Wise Solutions software; Wise Solutions Wise for Windows Installer

Data base management system software — Database management software; Microsoft SQL Server; Oracle DBMS; Relational database management software

Development environment software — C; IBM Rational Rose XDE Developer; Microsoft Visual Basic; Symantec Visual Caf

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Analyst - Senior

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Service Orientation — Actively looking for ways to help people.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Configuration management software — Automated installation software; IBM Rational ClearCase; Wise Solutions software; Wise Solutions Wise for Windows Installer

Data base management system software — Database management software; Microsoft SQL Server; Oracle DBMS; Relational database management software

Development environment software — C; IBM Rational Rose XDE Developer; Microsoft Visual Basic; Symantec Visual Caf

Object or component oriented development software — C++; Distributed component object model DCOM software; Rapide; Sun Microsystems Java

Program testing software — Compatibility testing software; Defect tracking software; Mercury Interactive LoadRunner; Usability testing software

Web platform development software — Active directory software; Allaire ColdFusion; Hypertext markup language HTML; JavaScript

Tools

Desktop computers

Mainframe computers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Analyst - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems. Establishes system parameters and formats, and ensures hardware/software compatibility.
Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer.   Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

Short Summary:

Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems. Establishes system parameters and formats, and ensures hardware/software compatibility.
Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer.   Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

Duties, Tasks, and Responsibilities

Advise on new techniques and estimated costs associated with new or revised programs and utilities - taking into consideration personnel, time, and hardware requirements and makes trade-off analyses

Analyze information processing or computation needs and plan and design computer systems, using techniques such as structured analysis, data modeling and information engineering.

Analyze new hardware and software to determine their need or application in the existing or proposed system

Assess the usefulness of pre-developed application packages and adapt them to a user environment.

Confer with clients regarding the nature of the information processing or computation needs a computer program is to address.

Consult with management to ensure agreement on system principles.

Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared.

Define the goals of the system and devise flow charts and diagrams describing logical operational steps of programs.

Determine computer software or hardware needed to set up or alter system.

Develop, document and revise system design procedures, test procedures, and quality standards.

Expand or modify system to serve new purposes or improve workflow.

Interview or survey workers, observe job performance or perform the job to determine what information is processed and how it is processed.

Prepare cost-benefit and return-on-investment analyses to aid in decisions on system implementation.

Read manuals, periodicals, and technical reports to learn how to develop programs that meet staff and user requirements.

Recommend new equipment or software packages.

Review and analyze computer printouts and performance indicators to locate code problems, and correct errors by correcting codes.

Review documentation, describing system specifications and operating instructions, and revise existing processes and procedures to correct deficiencies and maintain more effective data handling, conversion, input/output requirements and storage.

Specify inputs accessed by the system and plan the distribution and use of the results.

Supervise computer programmers or other systems analysts or serve as project leaders for particular systems projects.

Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.

Train staff and users to work with computer systems and programs.

Use object-oriented programming languages, as well as client/server applications development processes and multimedia and Internet technology.

Utilize the computer in the analysis and solution of business problems such as development of integrated production and inventory control and cost analysis systems.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Quality Control Analysis — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Service Orientation — Actively looking for ways to help people.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Time Management — Managing one's own time and the time of others.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Configuration management software — Automated installation software; IBM Rational ClearCase; Wise Solutions software; Wise Solutions Wise for Windows Installer

Data base management system software — Database management software; Microsoft SQL Server; Oracle DBMS; Relational database management software

Development environment software — C; IBM Rational Rose XDE Developer; Microsoft Visual Basic; Symantec Visual Caf

Object or component oriented development software — C++; Distributed component object model DCOM software; Rapide; Sun Microsystems Java

Program testing software — Compatibility testing software; Defect tracking software; Mercury Interactive LoadRunner; Usability testing software

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Tools

Desktop computers

Mainframe computers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Architect - Developmental

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
Incorporates engineering strategies for introducing new technology into the NRO's infrastructure-related business processes. Develops future technology and architectural advancements to support CIO architectural strategy, technology migration, and integration and evolution.
Applies knowledge of enterprise IT needs to design improved processes, generate valid requirements, and ensures these are consistent with the NRO's CIO enterprise technical architecture (ETA) and Federal Enterprise Architecture (FEA). Acts as an advisor and proposes changes to the ETA based on analysis of requirements and new technology. Works with appropriate parties to resolve discrepancies between proposed IT systems and enterprise quality and security standards. Provides technical and administrative direction for personnel performing software development tasks, makes recommendations, if needed, for approval of major systems installations. Designs and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions.

Short Summary:

Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
Incorporates engineering strategies for introducing new technology into the NRO's infrastructure-related business processes. Develops future technology and architectural advancements to support CIO architectural strategy, technology migration, and integration and evolution.

Duties, Tasks, and Responsibilities

Coordinate, review, and integrate the deliverables of information and technology architects into cohesive solutions architectures.

Design all data solutions in alignment with applicable policies, standards, and practices.

Perform other duties as needed

Provide creative and innovative architectural solutions to ill-defined requirements.

Review and assess impact of proposed scope changes to future architectures.

Support the development and maintenance of data models, data dictionaries, data maps and other architecture artifacts across the enterprise.

Willingness and passion to learn new hardware/software systems that are consistent with duties

Work with senior business and technical personnel to deliver a robust scalable architecture that meets the business goals of the enterprise.

Knowledge, Skills, and Abilities

A willingness to participate in training and project management functions as needed

Ability to explain technical issues clearly and accurately to both technical and non-technical audiences.

Ability to translate requirements into end-to-end designs for systems that involve multiple interfaces and supporting data repositories.

An easy-going personality and a good sense of humor.

Demonstrated ability to adjust to changing priorities.

Demonstrated ability to be a quick learner who can work independently.

Demonstrated knowledge and expertise in enterprise data strategy, data governance practices, data stewardship principles, data architecture principles, data standards, and metadata management best practices.

Excellent communication skills, both written and oral.

Experience with Java/JEE APIs, JavaScript.

Experience with Web Services, Service-Oriented Architecture (SOA), application integration technologies and approaches, Business Intelligence/Data Warehousing solutions, data management technologies (Extract-Transform-Load (ETL), Data Profiling, Data Mining, Metadata Repositories)

Experience with other programming languages such as Ruby, Python, Lisp or C/C++.

Experience with successful full life-cycle software development projects.

Familiarity with good object-oriented design principles and UML modeling techniques

Familiarity with open source products and tools such as Eclipse, Ant, JUnit, Apache, Tomcat.

Knowledge of CWE (Windows XP), Linux, and Solaris operating environments.

Significant experience with HTML/XHTML and XML.

Significant experience with popular database management system (DBMS) products such as Oracle and MySQL.

Strong customer service skills, teaming skills, and the ability to collaborate within a cross-functional team.

Strong data analysis and data quality assessment skills

Strong knowledge of data modeling and design techniques for both relational and multi-dimensional databases.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Architect - Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
Incorporates engineering strategies for introducing new technology into the NRO's infrastructure-related business processes. Develops future technology and architectural advancements to support CIO architectural strategy, technology migration, and integration and evolution.
Applies knowledge of enterprise IT needs to design improved processes, generate valid requirements, and ensures these are consistent with the NRO's CIO enterprise technical architecture (ETA) and Federal Enterprise Architecture (FEA). Acts as an advisor and proposes changes to the ETA based on analysis of requirements and new technology. Works with appropriate parties to resolve discrepancies between proposed IT systems and enterprise quality and security standards. Provides technical and administrative direction for personnel performing software development tasks, makes recommendations, if needed, for approval of major systems installations. Designs and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions.

Short Summary:

Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
Incorporates engineering strategies for introducing new technology into the NRO's infrastructure-related business processes. Develops future technology and architectural advancements to support CIO architectural strategy, technology migration, and integration and evolution.

Duties, Tasks, and Responsibilities

Coordinate, review, and integrate the deliverables of information and technology architects into cohesive solutions architectures.

Design all data solutions in alignment with applicable policies, standards, and practices.

Perform other duties as needed

Provide creative and innovative architectural solutions to ill-defined requirements.

Review and assess impact of proposed scope changes to future architectures.

Support the development and maintenance of data models, data dictionaries, data maps and other architecture artifacts across the enterprise.

Willingness and passion to learn new hardware/software systems that are consistent with duties

Work with senior business and technical personnel to deliver a robust scalable architecture that meets the business goals of the enterprise.

Knowledge, Skills, and Abilities

A willingness to participate in training and project management functions as needed

Ability to explain technical issues clearly and accurately to both technical and non-technical audiences.

Ability to translate requirements into end-to-end designs for systems that involve multiple interfaces and supporting data repositories.

An easy-going personality and a good sense of humor.

Demonstrated ability to adjust to changing priorities.

Demonstrated ability to be a quick learner who can work independently.

Demonstrated knowledge and expertise in enterprise data strategy, data governance practices, data stewardship principles, data architecture principles, data standards, and metadata management best practices.

Excellent communication skills, both written and oral.

Experience with Java/JEE APIs, JavaScript.

Experience with Web Services, Service-Oriented Architecture (SOA), application integration technologies and approaches, Business Intelligence/Data Warehousing solutions, data management technologies (Extract-Transform-Load (ETL), Data Profiling, Data Mining, Metadata Repositories)

Experience with other programming languages such as Ruby, Python, Lisp or C/C++.

Experience with successful full life-cycle software development projects.

Familiarity with good object-oriented design principles and UML modeling techniques

Familiarity with open source products and tools such as Eclipse, Ant, JUnit, Apache, Tomcat.

Knowledge of CWE (Windows XP), Linux, and Solaris operating environments.

Significant experience with HTML/XHTML and XML.

Significant experience with popular database management system (DBMS) products such as Oracle and MySQL.

Strong customer service skills, teaming skills, and the ability to collaborate within a cross-functional team.

Strong data analysis and data quality assessment skills

Strong knowledge of data modeling and design techniques for both relational and multi-dimensional databases.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Architect - Full Performance

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
Incorporates engineering strategies for introducing new technology into the NRO's infrastructure-related business processes. Develops future technology and architectural advancements to support CIO architectural strategy, technology migration, and integration and evolution.
Applies knowledge of enterprise IT needs to design improved processes, generate valid requirements, and ensures these are consistent with the NRO's CIO enterprise technical architecture (ETA) and Federal Enterprise Architecture (FEA). Acts as an advisor and proposes changes to the ETA based on analysis of requirements and new technology. Works with appropriate parties to resolve discrepancies between proposed IT systems and enterprise quality and security standards. Provides technical and administrative direction for personnel performing software development tasks, makes recommendations, if needed, for approval of major systems installations. Designs and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions.

Short Summary:

Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
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Duties, Tasks, and Responsibilities

Coordinate, review, and integrate the deliverables of information and technology architects into cohesive solutions architectures.

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Provide creative and innovative architectural solutions to ill-defined requirements.

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Support the development and maintenance of data models, data dictionaries, data maps and other architecture artifacts across the enterprise.

Willingness and passion to learn new hardware/software systems that are consistent with duties

Work with senior business and technical personnel to deliver a robust scalable architecture that meets the business goals of the enterprise.

Knowledge, Skills, and Abilities

A willingness to participate in training and project management functions as needed

Ability to explain technical issues clearly and accurately to both technical and non-technical audiences.

Ability to translate requirements into end-to-end designs for systems that involve multiple interfaces and supporting data repositories.

An easy-going personality and a good sense of humor.

Demonstrated ability to adjust to changing priorities.

Demonstrated ability to be a quick learner who can work independently.

Demonstrated knowledge and expertise in enterprise data strategy, data governance practices, data stewardship principles, data architecture principles, data standards, and metadata management best practices.

Excellent communication skills, both written and oral.

Experience with Java/JEE APIs, JavaScript.

Experience with Web Services, Service-Oriented Architecture (SOA), application integration technologies and approaches, Business Intelligence/Data Warehousing solutions, data management technologies (Extract-Transform-Load (ETL), Data Profiling, Data Mining, Metadata Repositories)

Experience with other programming languages such as Ruby, Python, Lisp or C/C++.

Experience with successful full life-cycle software development projects.

Familiarity with good object-oriented design principles and UML modeling techniques

Familiarity with open source products and tools such as Eclipse, Ant, JUnit, Apache, Tomcat.

Knowledge of CWE (Windows XP), Linux, and Solaris operating environments.

Significant experience with HTML/XHTML and XML.

Significant experience with popular database management system (DBMS) products such as Oracle and MySQL.

Strong customer service skills, teaming skills, and the ability to collaborate within a cross-functional team.

Strong data analysis and data quality assessment skills

Strong knowledge of data modeling and design techniques for both relational and multi-dimensional databases.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Architect - Manager

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
Incorporates engineering strategies for introducing new technology into the NRO's infrastructure-related business processes. Develops future technology and architectural advancements to support CIO architectural strategy, technology migration, and integration and evolution.
Applies knowledge of enterprise IT needs to design improved processes, generate valid requirements, and ensures these are consistent with the NRO's CIO enterprise technical architecture (ETA) and Federal Enterprise Architecture (FEA). Acts as an advisor and proposes changes to the ETA based on analysis of requirements and new technology. Works with appropriate parties to resolve discrepancies between proposed IT systems and enterprise quality and security standards. Provides technical and administrative direction for personnel performing software development tasks, makes recommendations, if needed, for approval of major systems installations. Designs and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions.

Short Summary:

Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
Incorporates engineering strategies for introducing new technology into the NRO's infrastructure-related business processes. Develops future technology and architectural advancements to support CIO architectural strategy, technology migration, and integration and evolution.

Duties, Tasks, and Responsibilities

Coordinate, review, and integrate the deliverables of information and technology architects into cohesive solutions architectures.

Design all data solutions in alignment with applicable policies, standards, and practices.

Perform other duties as needed

Provide creative and innovative architectural solutions to ill-defined requirements.

Review and assess impact of proposed scope changes to future architectures.

Support the development and maintenance of data models, data dictionaries, data maps and other architecture artifacts across the enterprise.

Willingness and passion to learn new hardware/software systems that are consistent with duties

Work with senior business and technical personnel to deliver a robust scalable architecture that meets the business goals of the enterprise.

Knowledge, Skills, and Abilities

A willingness to participate in training and project management functions as needed

Ability to explain technical issues clearly and accurately to both technical and non-technical audiences.

Ability to translate requirements into end-to-end designs for systems that involve multiple interfaces and supporting data repositories.

An easy-going personality and a good sense of humor.

Demonstrated ability to adjust to changing priorities.

Demonstrated ability to be a quick learner who can work independently.

Demonstrated knowledge and expertise in enterprise data strategy, data governance practices, data stewardship principles, data architecture principles, data standards, and metadata management best practices.

Excellent communication skills, both written and oral.

Experience with Java/JEE APIs, JavaScript.

Experience with Web Services, Service-Oriented Architecture (SOA), application integration technologies and approaches, Business Intelligence/Data Warehousing solutions, data management technologies (Extract-Transform-Load (ETL), Data Profiling, Data Mining, Metadata Repositories)

Experience with other programming languages such as Ruby, Python, Lisp or C/C++.

Experience with successful full life-cycle software development projects.

Familiarity with good object-oriented design principles and UML modeling techniques

Familiarity with open source products and tools such as Eclipse, Ant, JUnit, Apache, Tomcat.

Knowledge of CWE (Windows XP), Linux, and Solaris operating environments.

Significant experience with HTML/XHTML and XML.

Significant experience with popular database management system (DBMS) products such as Oracle and MySQL.

Strong customer service skills, teaming skills, and the ability to collaborate within a cross-functional team.

Strong data analysis and data quality assessment skills

Strong knowledge of data modeling and design techniques for both relational and multi-dimensional databases.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Architect - Senior

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
Incorporates engineering strategies for introducing new technology into the NRO's infrastructure-related business processes. Develops future technology and architectural advancements to support CIO architectural strategy, technology migration, and integration and evolution.
Applies knowledge of enterprise IT needs to design improved processes, generate valid requirements, and ensures these are consistent with the NRO's CIO enterprise technical architecture (ETA) and Federal Enterprise Architecture (FEA). Acts as an advisor and proposes changes to the ETA based on analysis of requirements and new technology. Works with appropriate parties to resolve discrepancies between proposed IT systems and enterprise quality and security standards. Provides technical and administrative direction for personnel performing software development tasks, makes recommendations, if needed, for approval of major systems installations. Designs and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions.

Short Summary:

Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
Incorporates engineering strategies for introducing new technology into the NRO's infrastructure-related business processes. Develops future technology and architectural advancements to support CIO architectural strategy, technology migration, and integration and evolution.

Duties, Tasks, and Responsibilities

Coordinate, review, and integrate the deliverables of information and technology architects into cohesive solutions architectures.

Design all data solutions in alignment with applicable policies, standards, and practices.

Perform other duties as needed

Provide creative and innovative architectural solutions to ill-defined requirements.

Review and assess impact of proposed scope changes to future architectures.

Support the development and maintenance of data models, data dictionaries, data maps and other architecture artifacts across the enterprise.

Willingness and passion to learn new hardware/software systems that are consistent with duties

Work with senior business and technical personnel to deliver a robust scalable architecture that meets the business goals of the enterprise.

Knowledge, Skills, and Abilities

A willingness to participate in training and project management functions as needed

Ability to explain technical issues clearly and accurately to both technical and non-technical audiences.

Ability to translate requirements into end-to-end designs for systems that involve multiple interfaces and supporting data repositories.

An easy-going personality and a good sense of humor.

Demonstrated ability to adjust to changing priorities.

Demonstrated ability to be a quick learner who can work independently.

Demonstrated knowledge and expertise in enterprise data strategy, data governance practices, data stewardship principles, data architecture principles, data standards, and metadata management best practices.

Excellent communication skills, both written and oral.

Experience with Java/JEE APIs, JavaScript.

Experience with Web Services, Service-Oriented Architecture (SOA), application integration technologies and approaches, Business Intelligence/Data Warehousing solutions, data management technologies (Extract-Transform-Load (ETL), Data Profiling, Data Mining, Metadata Repositories)

Experience with other programming languages such as Ruby, Python, Lisp or C/C++.

Experience with successful full life-cycle software development projects.

Familiarity with good object-oriented design principles and UML modeling techniques

Familiarity with open source products and tools such as Eclipse, Ant, JUnit, Apache, Tomcat.

Knowledge of CWE (Windows XP), Linux, and Solaris operating environments.

Significant experience with HTML/XHTML and XML.

Significant experience with popular database management system (DBMS) products such as Oracle and MySQL.

Strong customer service skills, teaming skills, and the ability to collaborate within a cross-functional team.

Strong data analysis and data quality assessment skills

Strong knowledge of data modeling and design techniques for both relational and multi-dimensional databases.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.

• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.

• Relevant certifications will be considered equivalent to three (3) months of specialized experience.

• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.

• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).

• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).

• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:

• A senior level practitioner.

• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.

• Requires a minimum of six (6) years of experience specific to the skill.

• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Architect - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
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Applies knowledge of enterprise IT needs to design improved processes, generate valid requirements, and ensures these are consistent with the NRO's CIO enterprise technical architecture (ETA) and Federal Enterprise Architecture (FEA). Acts as an advisor and proposes changes to the ETA based on analysis of requirements and new technology. Works with appropriate parties to resolve discrepancies between proposed IT systems and enterprise quality and security standards. Provides technical and administrative direction for personnel performing software development tasks, makes recommendations, if needed, for approval of major systems installations. Designs and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions.

Short Summary:
Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
Incorporates engineering strategies for introducing new technology into the NRO's infrastructure-related business processes. Develops future technology and architectural advancements to support CIO architectural strategy, technology migration, and integration and evolution.

Duties, Tasks, and Responsibilities

Coordinate, review, and integrate the deliverables of information and technology architects into cohesive solutions architectures.

Design all data solutions in alignment with applicable policies, standards, and practices.

Perform other duties as needed

Provide creative and innovative architectural solutions to ill-defined requirements.

Review and assess impact of proposed scope changes to future architectures.

Support the development and maintenance of data models, data dictionaries, data maps and other architecture artifacts across the enterprise.

Willingness and passion to learn new hardware/software systems that are consistent with duties

Work with senior business and technical personnel to deliver a robust scalable architecture that meets the business goals of the enterprise.

Knowledge, Skills, and Abilities

A willingness to participate in training and project management functions as needed

Ability to explain technical issues clearly and accurately to both technical and non-technical audiences.

Ability to translate requirements into end-to-end designs for systems that involve multiple interfaces and supporting data repositories.

An easy-going personality and a good sense of humor.

Demonstrated ability to adjust to changing priorities.

Demonstrated ability to be a quick learner who can work independently.

Demonstrated knowledge and expertise in enterprise data strategy, data governance practices, data stewardship principles, data architecture principles, data standards, and metadata management best practices.

Excellent communication skills, both written and oral.

Experience with Java/JEE APIs, JavaScript.

Experience with Web Services, Service-Oriented Architecture (SOA), application integration technologies and approaches, Business Intelligence/Data Warehousing solutions, data management technologies (Extract-Transform-Load (ETL), Data Profiling, Data Mining, Metadata Repositories)

Experience with other programming languages such as Ruby, Python, Lisp or C/C++.

Experience with successful full life-cycle software development projects.

Familiarity with good object-oriented design principles and UML modeling techniques

Familiarity with open source products and tools such as Eclipse, Ant, JUnit, Apache, Tomcat.

Knowledge of CWE (Windows XP), Linux, and Solaris operating environments.

Significant experience with HTML/XHTML and XML.

Significant experience with popular database management system (DBMS) products such as Oracle and MySQL.

Strong customer service skills, teaming skills, and the ability to collaborate within a cross-functional team.

Strong data analysis and data quality assessment skills

Strong knowledge of data modeling and design techniques for both relational and multi-dimensional databases.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Engineer - Developmental

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Enterprise System Engineer serve to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status. Assignments may include leading teams consisting of contractor personnel.

Short Summary:

Enterprise System Engineer serve to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status.
Assignments may include leading teams consisting of contractor personnel.

Duties, Tasks, and Responsibilities

Analyze and study complex system requirements.

Analyze functional business applications and design specifications for functional activities.

Apply business process improvement practices to re-engineer methodologies and principles and business process modernization projects.

Apply the concept of operations set of disciplines for the planning, analysis, design and construction of information systems across a major sector of the organization.

Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques.

Assist in establishing standards for information systems procedures.

Confer with clients regarding the nature of the information processing or computation needs a computer program is to address.

Consult with management to ensure agreement on system principles.

Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared.

Design software tools and subsystems to support software reuse and domain analyses and manages their implementation.

Develop analytical and computational techniques and methodology for problem solutions.

Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems.

Develops block diagrams and logic flow charts. Translate detailed design into computer software.

Enhance software to reduce operating time or improve efficiency.

Ensure the logical and systematic conversion of customer or product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints.

Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improve current techniques. Supervise software configuration management.

Expand or modify system to serve new purposes or improve workflow.

Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Perform functional analysis, timeline analysis, cost estimation, trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software specifications.

Perform strategic systems planning, business information planning, business and analysis.

Prepare required documentation, including both program-level and user-level documentation.

Provide staff and users with assistance solving computer related problems, such as malfunctions and program problems.

Provide technical direction to programmers to ensure program deadlines are met.

Provide technical guidance in software engineering techniques and automated support tools.

Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.

Tests, debugs, and refines the computer software to produce the required product.

Use object-oriented programming languages, as well as client/server applications development processes and multimedia and Internet technology.

Knowledge, Skills, and Abilities

Ability to convey technical information to non-technical individuals.

Ability to develop a project plan and workflow based on a project management model.

Ability to effectively understand and communicate orally, in writing, and interpersonally to various customers/audiences.

Ability to identify technology gaps in current capabilities and processes.

Ability to troubleshoot and problem solve both technical and non-technical issues.

Ability to troubleshoot and problem solve technical and non-technical issues (e.g. equipment, systems, networks, computer operations, cover issues etc)..

Ability to work both independently and in a team environment.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Considerable knowledge of Project Management concepts and principles.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems..

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Knowledge of the Intelligence Community.

Knowledge of the 's project management processes, procedures and tools.

Operations Analysis — Analyzing needs and product requirements to create a design.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Engineer - Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Enterprise System Engineer serve to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status. Assignments may include leading teams consisting of contractor personnel.

Short Summary:

Enterprise System Engineer serve to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status.
Assignments may include leading teams consisting of contractor personnel.

Duties, Tasks, and Responsibilities

Analyze and study complex system requirements.

Analyze functional business applications and design specifications for functional activities.

Apply business process improvement practices to re-engineer methodologies and principles and business process modernization projects.

Apply the concept of operations set of disciplines for the planning, analysis, design and construction of information systems across a major sector of the organization.

Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques.

Assist in establishing standards for information systems procedures.

Confer with clients regarding the nature of the information processing or computation needs a computer program is to address.

Consult with management to ensure agreement on system principles.

Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared.

Design software tools and subsystems to support software reuse and domain analyses and manages their implementation.

Develop analytical and computational techniques and methodology for problem solutions.

Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems.

Develops block diagrams and logic flow charts. Translate detailed design into computer software.

Enhance software to reduce operating time or improve efficiency.

Ensure the logical and systematic conversion of customer or product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints.

Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improve current techniques. Supervise software configuration management.

Expand or modify system to serve new purposes or improve workflow.

Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Perform functional analysis, timeline analysis, cost estimation, trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software specifications.

Perform strategic systems planning, business information planning, business and analysis.

Prepare required documentation, including both program-level and user-level documentation.

Provide staff and users with assistance solving computer related problems, such as malfunctions and program problems.

Provide technical direction to programmers to ensure program deadlines are met.

Provide technical guidance in software engineering techniques and automated support tools.

Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.

Tests, debugs, and refines the computer software to produce the required product.

Use object-oriented programming languages, as well as client/server applications development processes and multimedia and Internet technology.

Knowledge, Skills, and Abilities

Ability to convey technical information to non-technical individuals.

Ability to develop a project plan and workflow based on a project management model.

Ability to effectively understand and communicate orally, in writing, and interpersonally to various customers/audiences.

Ability to identify technology gaps in current capabilities and processes.

Ability to troubleshoot and problem solve both technical and non-technical issues.

Ability to troubleshoot and problem solve technical and non-technical issues (e.g. equipment, systems, networks, computer operations, cover issues etc)..

Ability to work both independently and in a team environment.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Considerable knowledge of Project Management concepts and principles.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems..

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Knowledge of the Intelligence Community.

Knowledge of the 's project management processes, procedures and tools.

Operations Analysis — Analyzing needs and product requirements to create a design.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Engineer - Full Performance

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Enterprise System Engineer serve to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status. Assignments may include leading teams consisting of contractor personnel.

Short Summary:

Enterprise System Engineer serve to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status.
Assignments may include leading teams consisting of contractor personnel.

Duties, Tasks, and Responsibilities

Analyze and study complex system requirements.

Analyze functional business applications and design specifications for functional activities.

Apply business process improvement practices to re-engineer methodologies and principles and business process modernization projects.

Apply the concept of operations set of disciplines for the planning, analysis, design and construction of information systems across a major sector of the organization.

Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques.

Assist in establishing standards for information systems procedures.

Confer with clients regarding the nature of the information processing or computation needs a computer program is to address.

Consult with management to ensure agreement on system principles.

Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared.

Design software tools and subsystems to support software reuse and domain analyses and manages their implementation.

Develop analytical and computational techniques and methodology for problem solutions.

Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems.

Develops block diagrams and logic flow charts. Translate detailed design into computer software.

Enhance software to reduce operating time or improve efficiency.

Ensure the logical and systematic conversion of customer or product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints.

Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improve current techniques. Supervise software configuration management.

Expand or modify system to serve new purposes or improve workflow.

Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Perform functional analysis, timeline analysis, cost estimation, trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software specifications.

Perform strategic systems planning, business information planning, business and analysis.

Prepare required documentation, including both program-level and user-level documentation.

Provide staff and users with assistance solving computer related problems, such as malfunctions and program problems.

Provide technical direction to programmers to ensure program deadlines are met.

Provide technical guidance in software engineering techniques and automated support tools.

Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.

Tests, debugs, and refines the computer software to produce the required product.

Use object-oriented programming languages, as well as client/server applications development processes and multimedia and Internet technology.

Knowledge, Skills, and Abilities

Ability to convey technical information to non-technical individuals.

Ability to develop a project plan and workflow based on a project management model.

Ability to effectively understand and communicate orally, in writing, and interpersonally to various customers/audiences.

Ability to identify technology gaps in current capabilities and processes.

Ability to troubleshoot and problem solve both technical and non-technical issues.

Ability to troubleshoot and problem solve technical and non-technical issues (e.g. equipment, systems, networks, computer operations, cover issues etc)..

Ability to work both independently and in a team environment.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Considerable knowledge of Project Management concepts and principles.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems..

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Knowledge of the Intelligence Community.

Knowledge of the 's project management processes, procedures and tools.

Operations Analysis — Analyzing needs and product requirements to create a design.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Engineer - Manager

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Enterprise System Engineer serve to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status.
Assignments may include leading teams consisting of contractor personnel.

Short Summary:

Enterprise System Engineer serve to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status.
Assignments may include leading teams consisting of contractor personnel.

Duties, Tasks, and Responsibilities

Analyze and study complex system requirements.

Analyze functional business applications and design specifications for functional activities.

Apply business process improvement practices to re-engineer methodologies and principles and business process modernization projects.

Apply the concept of operations set of disciplines for the planning, analysis, design and construction of information systems across a major sector of the organization.

Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques.

Assist in establishing standards for information systems procedures.

Confer with clients regarding the nature of the information processing or computation needs a computer program is to address.

Consult with management to ensure agreement on system principles.

Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared.

Design software tools and subsystems to support software reuse and domain analyses and manages their implementation.

Develop analytical and computational techniques and methodology for problem solutions.

Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems.

Develops block diagrams and logic flow charts. Translate detailed design into computer software.

Enhance software to reduce operating time or improve efficiency.

Ensure the logical and systematic conversion of customer or product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints.

Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improve current techniques. Supervise software configuration management.

Expand or modify system to serve new purposes or improve workflow.

Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Perform functional analysis, timeline analysis, cost estimation, trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software specifications.

Perform strategic systems planning, business information planning, business and analysis.

Prepare required documentation, including both program-level and user-level documentation.

Provide staff and users with assistance solving computer related problems, such as malfunctions and program problems.

Provide technical direction to programmers to ensure program deadlines are met.

Provide technical guidance in software engineering techniques and automated support tools.

Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.

Tests, debugs, and refines the computer software to produce the required product.

Use object-oriented programming languages, as well as client/server applications development processes and multimedia and Internet technology.

Knowledge, Skills, and Abilities

Ability to convey technical information to non-technical individuals.

Ability to develop a project plan and workflow based on a project management model.

Ability to effectively understand and communicate orally, in writing, and interpersonally to various customers/audiences.

Ability to identify technology gaps in current capabilities and processes.

Ability to troubleshoot and problem solve both technical and non-technical issues.

Ability to troubleshoot and problem solve technical and non-technical issues (e.g. equipment, systems, networks, computer operations, cover issues etc)..

Ability to work both independently and in a team environment.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Considerable knowledge of Project Management concepts and principles.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems..

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Knowledge of the Intelligence Community.

Knowledge of the 's project management processes, procedures and tools.

Operations Analysis — Analyzing needs and product requirements to create a design.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Engineer - Senior

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Enterprise System Engineer serve to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status. Assignments may include leading teams consisting of contractor personnel.

Short Summary:

Enterprise System Engineer serve to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status.
Assignments may include leading teams consisting of contractor personnel.

Duties, Tasks, and Responsibilities

Analyze and study complex system requirements.

Analyze functional business applications and design specifications for functional activities.

Apply business process improvement practices to re-engineer methodologies and principles and business process modernization projects.

Apply the concept of operations set of disciplines for the planning, analysis, design and construction of information systems across a major sector of the organization.

Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques.

Assist in establishing standards for information systems procedures.

Confer with clients regarding the nature of the information processing or computation needs a computer program is to address.

Consult with management to ensure agreement on system principles.

Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared.

Design software tools and subsystems to support software reuse and domain analyses and manages their implementation.

Develop analytical and computational techniques and methodology for problem solutions.

Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems.

Develops block diagrams and logic flow charts. Translate detailed design into computer software.

Enhance software to reduce operating time or improve efficiency.

Ensure the logical and systematic conversion of customer or product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints.

Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improve current techniques. Supervise software configuration management.

Expand or modify system to serve new purposes or improve workflow.

Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Perform functional analysis, timeline analysis, cost estimation, trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software specifications.

Perform strategic systems planning, business information planning, business and analysis.

Prepare required documentation, including both program-level and user-level documentation.

Provide staff and users with assistance solving computer related problems, such as malfunctions and program problems.

Provide technical direction to programmers to ensure program deadlines are met.

Provide technical guidance in software engineering techniques and automated support tools.

Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.

Tests, debugs, and refines the computer software to produce the required product.

Use object-oriented programming languages, as well as client/server applications development processes and multimedia and Internet technology.

Knowledge, Skills, and Abilities

Ability to convey technical information to non-technical individuals.

Ability to develop a project plan and workflow based on a project management model.

Ability to effectively understand and communicate orally, in writing, and interpersonally to various customers/audiences.

Ability to identify technology gaps in current capabilities and processes.

Ability to troubleshoot and problem solve both technical and non-technical issues.

Ability to troubleshoot and problem solve technical and non-technical issues (e.g. equipment, systems, networks, computer operations, cover issues etc)..

Ability to work both independently and in a team environment.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Considerable knowledge of Project Management concepts and principles.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems..

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Knowledge of the Intelligence Community.

Knowledge of the 's project management processes, procedures and tools.

Operations Analysis — Analyzing needs and product requirements to create a design.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Engineer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Enterprise System Engineer serve to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status. Assignments may include leading teams consisting of contractor personnel.

Short Summary:

Enterprise System Engineer serve to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status.
Assignments may include leading teams consisting of contractor personnel.

Duties, Tasks, and Responsibilities

Analyze and study complex system requirements.

Analyze functional business applications and design specifications for functional activities.

Apply business process improvement practices to re-engineer methodologies and principles and business process modernization projects.

Apply the concept of operations set of disciplines for the planning, analysis, design and construction of information systems across a major sector of the organization.

Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques.

Assist in establishing standards for information systems procedures.

Confer with clients regarding the nature of the information processing or computation needs a computer program is to address.

Consult with management to ensure agreement on system principles.

Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared.

Design software tools and subsystems to support software reuse and domain analyses and manages their implementation.

Develop analytical and computational techniques and methodology for problem solutions.

Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems.

Develops block diagrams and logic flow charts. Translate detailed design into computer software.

Enhance software to reduce operating time or improve efficiency.

Ensure the logical and systematic conversion of customer or product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints.

Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improve current techniques. Supervise software configuration management.

Expand or modify system to serve new purposes or improve workflow.

Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

Perform functional analysis, timeline analysis, cost estimation, trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software specifications.

Perform strategic systems planning, business information planning, business and analysis.

Prepare required documentation, including both program-level and user-level documentation.

Provide staff and users with assistance solving computer related problems, such as malfunctions and program problems.

Provide technical direction to programmers to ensure program deadlines are met.

Provide technical guidance in software engineering techniques and automated support tools.

Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.

Tests, debugs, and refines the computer software to produce the required product.

Use object-oriented programming languages, as well as client/server applications development processes and multimedia and Internet technology.

Knowledge, Skills, and Abilities

Ability to convey technical information to non-technical individuals.

Ability to develop a project plan and workflow based on a project management model.

Ability to effectively understand and communicate orally, in writing, and interpersonally to various customers/audiences.

Ability to identify technology gaps in current capabilities and processes.

Ability to troubleshoot and problem solve both technical and non-technical issues.

Ability to troubleshoot and problem solve technical and non-technical issues (e.g. equipment, systems, networks, computer operations, cover issues etc)..

Ability to work both independently and in a team environment.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Considerable knowledge of Project Management concepts and principles.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems..

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Knowledge of the Intelligence Community.

Knowledge of the 's project management processes, procedures and tools.

Operations Analysis — Analyzing needs and product requirements to create a design.

Project planning and management skills, including scope of work, time estimation, and resource assignment.

Strong analytical and conceptual skills; ability to create original concepts/theories for various projects.

Strong interpersonal skills to resolve problems in a professional manner, lead working groups, negotiate and create consensus.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Integrator - Developmental

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
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Analyses, designs, tests, and evaluates network systems such as satellite networks, local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems ranging from a connection between two offices in the same building to globally distributed networks, voice mail, and e-mail systems of a multinational organization. Performs network modeling, analysis, and planning including research related products and make necessary hardware and software recommendations.
Installs, configures, and supports an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintains network hardware and software. Monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures.
Ensures that adequate and appropriate planning is provided for hardware and communications for facilities. Prepares engineering plans and site installation technical design packages. Provides coordination in the analysis, acquisition and installation of hardware and software. Manages efforts of a staff engaged in facility additions, moves or changes including analysis, telecommunications (LAN, WAN, voice, video) planning, cabling, IT requirements, etc. Performs site surveys. Assesses and documents current site network configuration and user requirements.

Short Summary:

Responsible for maintaining integrity of systems-of-systems by defining requirements architecture (consistent with the Enterprise Architecture (EA), (described in 1.0 above) and interfaces. Plans, implements, tests, documents, and maintains solutions to total systems or subsystems using internally created and/or commercial off-the-shelf products. Provides end-to-end project management support of the life cycle. Provides a total systems perspective including a technical understanding of relationships, dependencies and requirements of hardware and software components. Coordinates with other team members and ensures problem solution, appropriate risk reduction, and user satisfaction. Makes recommendations, if needed, on test and evaluation strategies for major systems' installations.

Duties, Tasks, and Responsibilities

Analyze equipment performance records to determine the need for repair or replacement.

Confer with network users about how to solve existing system problems.

Consult customers, visit workplaces or conduct surveys to determine present and future user needs.

Coordinate with vendors and with company personnel to facilitate purchases.

Design, configure, and test computer hardware, networking software and operating system software.

Diagnose hardware and software problems, and replace defective components.

Ensure coordination and information flow occurs between all programs and organizational managers.

Establish functional and technical specifications and standards, solve hardware and software interface problems, define input/output parameters, and ensure integration of the entire systems or subsystem.

Estimate software-testing costs and schedule.

Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements.

Identify and analyze all or part of a component's existing or new peripheral, network, and telecommunications systems requirements, taking into consideration the special technology needs.

Load computer tapes and disks, and install software and printer paper or forms.

Maintain an inventory of parts for emergency repairs.

Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.

Maintain logs related to network functions, as well as maintenance and repair records.

Manage and update the master schedule.

Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.

Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.

Perform data backups and disaster recovery operations.

Perform routine network startup and shutdown procedures, and maintain control records.

Plan, coordinate, and implement network security measures to protect data, software, and hardware.

Prepare milestone status reports and deliveries/presentations on the system test and evaluation concept to colleagues, subordinates, and end user representatives.

Provide direction to test and evaluation support staff.

Provide frequent contact with customers, traceability within program documents, and the overall computing environment and architecture.

Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes.

Research new technology, and implement it or recommend its implementation.

Test and evaluate hardware and software to determine efficiency, reliability, and compatibility with existing system, and make purchase recommendations.

Train people in computer system use.

Work with other engineers, systems analysts, programmers, technicians, scientists and top-level managers in the design, testing and evaluation of systems.

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Selective Attention — The ability to concentrate on a task over a period of time without being distracted.

Speaking — Talking to others to convey information effectively.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Time Management — Managing one's own time and the time of others.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; Network management software; Network shutdown software

Configuration management software — Application management software; Automated installation software; Patch and update management software; Systems and applications migration software

Network monitoring software — Ethereal; Multi-router traffic grapher MRTG software; Veritas NerveCenter; ZABBIX software

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; OpenService Open NerveCenter; Security incident handling software

Transaction security and virus protection software — Encryption software; Packet filter software; Ping software; Root kit detection software

Tools

Cable accessories — Cable verifiers

Interferometers — Optical spectrum analyzers

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Power meters — Powerline monitors

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Integrator - Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; Network management software; Network shutdown software

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Supervision for individuals for this position will comply with each company's policy. The overall evaluation

of contractor performance will be completed by the government at the contract level.

Systems Integrator - Full Performance

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

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Ensures that adequate and appropriate planning is provided for hardware and communications for facilities. Prepares engineering plans and site installation technical design packages. Provides coordination in the analysis, acquisition and installation of hardware and software. Manages efforts of a staff engaged in facility additions, moves or changes including analysis, telecommunications (LAN, WAN, voice, video) planning, cabling, IT requirements, etc. Performs site surveys. Assesses and documents current site network configuration and user requirements.

Short Summary:

Responsible for maintaining integrity of systems-of-systems by defining requirements architecture (consistent with the Enterprise Architecture (EA), (described in 1.0 above) and interfaces. Plans, implements, tests, documents, and maintains solutions to total systems or subsystems using internally created and/or commercial off-the-shelf products. Provides end-to-end project management support of the life cycle. Provides a total systems perspective including a technical understanding of relationships, dependencies and requirements of hardware and software components. Coordinates with other team members and ensures problem solution, appropriate risk reduction, and user satisfaction. Makes recommendations, if needed, on test and evaluation strategies for major systems' installations.

Duties, Tasks, and Responsibilities

Analyze equipment performance records to determine the need for repair or replacement.

Confer with network users about how to solve existing system problems.

Consult customers, visit workplaces or conduct surveys to determine present and future user needs.

Coordinate with vendors and with company personnel to facilitate purchases.

Design, configure, and test computer hardware, networking software and operating system software.

Diagnose hardware and software problems, and replace defective components.

Ensure coordination and information flow occurs between all programs and organizational managers.

Establish functional and technical specifications and standards, solve hardware and software interface problems, define input/output parameters, and ensure integration of the entire systems or subsystem.

Estimate software-testing costs and schedule.

Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements.

Identify and analyze all or part of a component's existing or new peripheral, network, and telecommunications systems requirements, taking into consideration the special technology needs.

Load computer tapes and disks, and install software and printer paper or forms.

Maintain an inventory of parts for emergency repairs.

Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.

Maintain logs related to network functions, as well as maintenance and repair records.

Manage and update the master schedule.

Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.

Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.

Perform data backups and disaster recovery operations.

Perform routine network startup and shutdown procedures, and maintain control records.

Plan, coordinate, and implement network security measures to protect data, software, and hardware.

Prepare milestone status reports and deliveries/presentations on the system test and evaluation concept to colleagues, subordinates, and end user representatives.

Provide direction to test and evaluation support staff.

Provide frequent contact with customers, traceability within program documents, and the overall computing environment and architecture.

Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes.

Research new technology, and implement it or recommend its implementation.

Test and evaluate hardware and software to determine efficiency, reliability, and compatibility with existing system, and make purchase recommendations.

Train people in computer system use.

Work with other engineers, systems analysts, programmers, technicians, scientists and top-level managers in the design, testing and evaluation of systems.

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Selective Attention — The ability to concentrate on a task over a period of time without being distracted.

Speaking — Talking to others to convey information effectively.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Time Management — Managing one's own time and the time of others.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; Network management software; Network shutdown software

Configuration management software — Application management software; Automated installation software; Patch and update management software; Systems and applications migration software

Network monitoring software — Ethereal; Multi-router traffic grapher MRTG software; Veritas NerveCenter; ZABBIX software

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; OpenService Open NerveCenter; Security incident handling software

Transaction security and virus protection software — Encryption software; Packet filter software; Ping software; Root kit detection software

Tools

Cable accessories — Cable verifiers

Interferometers — Optical spectrum analyzers

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Power meters — Powerline monitors

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Integrator - Manager

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Responsible for maintaining integrity of systems-of-systems by defining requirements architecture (consistent with the Enterprise Architecture (EA), (described in 1.0 above) and interfaces. Plans, implements, tests, documents, and maintains solutions to total systems or subsystems using internally created and/or commercial off-the-shelf products. Provides end-to-end project management support of the life cycle. Provides a total systems perspective including a technical understanding of relationships, dependencies and requirements of hardware and software components. Coordinates with other team members and ensures problem solution, appropriate risk reduction, and user satisfaction. Makes recommendations, if needed, on test and evaluation strategies for major systems' installations.

Analyses, designs, tests, and evaluates network systems such as satellite networks, local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems ranging from a connection between two offices in the same building to globally distributed networks, voice mail, and e-mail systems of a multinational organization. Performs network modeling, analysis, and planning including research related products and make necessary hardware and software recommendations.

Installs, configures, and supports an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintains network hardware and software. Monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures.

Ensures that adequate and appropriate planning is provided for hardware and communications for facilities. Prepares engineering plans and site installation technical design packages. Provides coordination in the analysis, acquisition and installation of hardware and software. Manages efforts of a staff engaged in facility additions, moves or changes including analysis, telecommunications (LAN, WAN, voice, video) planning, cabling, IT requirements, etc. Performs site surveys. Assesses and documents current site network configuration and user requirements.

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Near Vision — The ability to see details at close range (within a few feet of the observer).

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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; Network management software; Network shutdown software

Configuration management software — Application management software; Automated installation software; Patch and update management software; Systems and applications migration software

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Cable accessories — Cable verifiers

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Power meters — Powerline monitors

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Integrator - Senior

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Responsible for maintaining integrity of systems-of-systems by defining requirements architecture (consistent with the Enterprise Architecture (EA), (described in 1.0 above) and interfaces. Plans, implements, tests, documents, and maintains solutions to total systems or subsystems using internally created and/or commercial off-the-shelf products. Provides end-to-end project management support of the life cycle. Provides a total systems perspective including a technical understanding of relationships, dependencies and requirements of hardware and software components. Coordinates with other team members and ensures problem solution, appropriate risk reduction, and user satisfaction. Makes recommendations, if needed, on test and evaluation strategies for major systems' installations.
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Duties, Tasks, and Responsibilities

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Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; Network management software; Network shutdown software

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Integrator - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Systems Engineer

Job Classification: Contractor

Status: Active

Date Effective: 6/6/2012

Standard Occupational Code:

Long Summary:
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Analyses, designs, tests, and evaluates network systems such as satellite networks, local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems ranging from a connection between two offices in the same building to globally distributed networks, voice mail, and e-mail systems of a multinational organization. Performs network modeling, analysis, and planning including research related products and make necessary hardware and software recommendations.

Installs, configures, and supports an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintains network hardware and software. Monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures.

Ensures that adequate and appropriate planning is provided for hardware and communications for facilities. Prepares engineering plans and site installation technical design packages. Provides coordination in the analysis, acquisition and installation of hardware and software. Manages efforts of a staff engaged in facility additions, moves or changes including analysis, telecommunications (LAN, WAN, voice, video) planning, cabling, IT requirements, etc. Performs site surveys. Assesses and documents current site network configuration and user requirements.

Short Summary:

Responsible for maintaining integrity of systems-of-systems by defining requirements architecture (consistent with the Enterprise Architecture (EA), (described in 1.0 above) and interfaces. Plans, implements, tests, documents, and maintains solutions to total systems or subsystems using internally created and/or commercial off-the-shelf products. Provides end-to-end project management support of the life cycle. Provides a total systems perspective including a technical understanding of relationships, dependencies and requirements of hardware and software components. Coordinates with other team members and ensures problem solution, appropriate risk reduction, and user satisfaction. Makes recommendations, if needed, on test and evaluation strategies for major systems' installations.

Duties, Tasks, and Responsibilities

Analyze equipment performance records to determine the need for repair or replacement.

Confer with network users about how to solve existing system problems.

Consult customers, visit workplaces or conduct surveys to determine present and future user needs.

Coordinate with vendors and with company personnel to facilitate purchases.

Design, configure, and test computer hardware, networking software and operating system software.

Diagnose hardware and software problems, and replace defective components.

Ensure coordination and information flow occurs between all programs and organizational managers.

Establish functional and technical specifications and standards, solve hardware and software interface problems, define input/output parameters, and ensure integration of the entire systems or subsystem.

Estimate software-testing costs and schedule.

Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements.

Identify and analyze all or part of a component's existing or new peripheral, network, and telecommunications systems requirements, taking into consideration the special technology needs.

Load computer tapes and disks, and install software and printer paper or forms.

Maintain an inventory of parts for emergency repairs.

Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.

Maintain logs related to network functions, as well as maintenance and repair records.

Manage and update the master schedule.

Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.

Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.

Perform data backups and disaster recovery operations.

Perform routine network startup and shutdown procedures, and maintain control records.

Plan, coordinate, and implement network security measures to protect data, software, and hardware.

Prepare milestone status reports and deliveries/presentations on the system test and evaluation concept to colleagues, subordinates, and end user representatives.

Provide direction to test and evaluation support staff.

Provide frequent contact with customers, traceability within program documents, and the overall computing environment and architecture.

Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes.

Research new technology, and implement it or recommend its implementation.

Test and evaluate hardware and software to determine efficiency, reliability, and compatibility with existing system, and make purchase recommendations.

Train people in computer system use.

Work with other engineers, systems analysts, programmers, technicians, scientists and top-level managers in the design, testing and evaluation of systems.

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Selective Attention — The ability to concentrate on a task over a period of time without being distracted.

Speaking — Talking to others to convey information effectively.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Time Management — Managing one's own time and the time of others.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Administration software — Cisco Systems CiscoWorks; Element management software; Network management software; Network shutdown software

Configuration management software — Application management software; Automated installation software; Patch and update management software; Systems and applications migration software

Network monitoring software — Ethereal; Multi-router traffic grapher MRTG software; Veritas NerveCenter; ZABBIX software

Network security or virtual private network VPN management software — Intrusion prevention system IPS software; Network and system vulnerability assessment software; OpenService Open NerveCenter; Security incident handling software

Transaction security and virus protection software — Encryption software; Packet filter software; Ping software; Root kit detection software

Tools

Cable accessories — Cable verifiers

Interferometers — Optical spectrum analyzers

Network analyzers — Asynchronous transfer mode ATM analyzers; Bit error rate BER testers; Synchronous optical network SONET analyzers; T-Birds

Power meters — Powerline monitors

Protocol analyzers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Operations Specialist - Developmental

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 11/1/2012

Standard Occupational Code:
[15-1121] Computer Systems Analysts

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions work independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Positions perform routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. These positions could provide 24x7 operational support depending on position requirements within the organization. Additionally, positions independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. Dependent on the job, specialists may assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

Short Summary:
Positions work independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Positions perform routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. These positions could provide 24x7 operational support depending on position requirements within the organization. Additionally, positions independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. Dependent on the job, specialists may assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

Duties, Tasks, and Responsibilities

Assists higher level software system specialists in managing software life cycles.

Assists in the installation and maintenance of the CWE operating configurations on all organization servers and desktops, working under close guidance.

Assists in the management of software life cycles.

Assists in the planning, integration, installation, and testing of new and upgraded versions of the relevant operating (Windows/UNIX) systems on organization computer systems, all third-party software components (VMWare), and subsystems

Maintains and updates documentation on the operating systems configuration for all assigned projects.

Manages software life cycles

Performs project management duties, such as scheduling and review processes.

Plans, tests, installs, and integrates new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems.

Provides technical support to applications and utility developers on requirements for integration into the operating environment

Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures

Researches and resolves routine systems software problems, working with higher-level specialists.

Resolves routine problems that may involve applications and the network

Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment.

Knowledge, Skills, and Abilities

Ability to articulate technical concepts to technical and lay staff.

Ability to develop and present complex correspondence, technical documents, briefings and reports.

Ability to diagnose and resolve routine technical problems by using various utility applications.

Ability to effectively function in a multi-system and/or multi-application environment.

Ability to lead technical teams and/or serve as technical resource to a co-workers and external components

Ability to research the latest technological developments in the relevant operating systems to identify impact on organization operating systems and to anticipate changes.

Ability to understand the organization standards for operating configurations, security constraints, and procedures for managing organization software.

Ability to work as part of a team.

Ability to work independently on routine tasks

Ability to work with developers and customers to elicit requirements.

Ability to work with system developers to elicit requirements and engage in joint project planning.

Considerable knowledge of Contracting Officer's Technical Representative concepts and principles.

Considerable knowledge of operating systems, organization's operating environment, network requirements, and ability to anticipate impact on respective operating systems

Demonstrated ability to effectively function in a multi-system and/or multi-application environment.

Demonstrated strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Effective project management skills.

Excellent analytical, planning, and organizational skills.

Excellent problem solving capability, (e.g., ability to independently diagnose and resolve complex technical problems.)

Expert knowledge of EIT and supported utility and security applications.

Expert knowledge of MVS, UNIX, LINUX and Windows technology

Understanding of basic project management techniques to plan and execute projects within the position's responsibility.

Working knowledge of Project Management concepts and principles.

Working knowledge of existing server technologies, Linux, UNIX, or Windows operating systems, as required by individual position

Working knowledge of multiple specialties such as operating systems, e-mail or database platforms, storage technologies, or hardware support

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Operations Specialist - Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions work independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Positions perform routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. These positions could provide 24x7 operational support depending on position requirements within the organization. Additionally, positions independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. Dependent on the job, specialists may assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

Short Summary:

Positions work independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Positions perform routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. These positions could provide 24x7 operational support depending on position requirements within the organization. Additionally, positions independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. Dependent on the job, specialists may assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

Duties, Tasks, and Responsibilities

Assists higher level software system specialists in managing software life cycles.

Assists in the installation and maintenance of the CWE operating configurations on all organization servers and desktops, working under close guidance.

Assists in the management of software life cycles.

Assists in the planning, integration, installation, and testing of new and upgraded versions of the relevant operating (Windows/UNIX) systems on organization computer systems, all third-party software components (VMWare), and subsystems

Maintains and updates documentation on the operating systems configuration for all assigned projects.

Manages software life cycles

Performs project management duties, such as scheduling and review processes.

Plans, tests, installs, and integrates new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems.

Provides technical support to applications and utility developers on requirements for integration into the operating environment

Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures

Researches and resolves routine systems software problems, working with higher-level specialists.

Resolves routine problems that may involve applications and the network

Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment.

Knowledge, Skills, and Abilities

Ability to articulate technical concepts to technical and lay staff.

Ability to develop and present complex correspondence, technical documents, briefings and reports.

Ability to diagnose and resolve routine technical problems by using various utility applications.

Ability to effectively function in a multi-system and/or multi-application environment.

Ability to lead technical teams and/or serve as technical resource to a co-workers and external components

Ability to research the latest technological developments in the relevant operating systems to identify impact on organization operating systems and to anticipate changes.

Ability to understand the organization standards for operating configurations, security constraints, and procedures for managing organization software.

Ability to work as part of a team.

Ability to work independently on routine tasks

Ability to work with developers and customers to elicit requirements.

Ability to work with system developers to elicit requirements and engage in joint project planning.

Considerable knowledge of Contracting Officer's Technical Representative concepts and principles.

Considerable knowledge of operating systems, organization's operating environment, network requirements, and ability to anticipate impact on respective operating systems

Demonstrated ability to effectively function in a multi-system and/or multi-application environment.

Demonstrated strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Effective project management skills.

Excellent analytical, planning, and organizational skills.

Excellent problem solving capability, (e.g., ability to independently diagnose and resolve complex technical problems.)

Expert knowledge of EIT and supported utility and security applications.

Expert knowledge of MVS, UNIX, LINUX and Windows technology

Understanding of basic project management techniques to plan and execute projects within the position's responsibility.

Working knowledge of Project Management concepts and principles.

Working knowledge of existing server technologies, Linux, UNIX, or Windows operating systems, as required by individual position

Working knowledge of multiple specialties such as operating systems, e-mail or database platforms, storage technologies, or hardware support

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Operations Specialist - Full Performance

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions work independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Positions perform routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. These positions could provide 24x7 operational support depending on position requirements within the organization. Additionally, positions independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. Dependent on the job, specialists may assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

Short Summary:
Positions work independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Positions perform routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. These positions could provide 24x7 operational support depending on position requirements within the organization. Additionally, positions independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. Dependent on the job, specialists may assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

Duties, Tasks, and Responsibilities

Assists higher level software system specialists in managing software life cycles.

Assists in the installation and maintenance of the CWE operating configurations on all organization servers and desktops, working under close guidance.

Assists in the management of software life cycles.

Assists in the planning, integration, installation, and testing of new and upgraded versions of the relevant operating (Windows/UNIX) systems on organization computer systems, all third-party software components (VMWare), and subsystems

Maintains and updates documentation on the operating systems configuration for all assigned projects.

Manages software life cycles

Performs project management duties, such as scheduling and review processes.

Plans, tests, installs, and integrates new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems.

Provides technical support to applications and utility developers on requirements for integration into the operating environment

Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures

Researches and resolves routine systems software problems, working with higher-level specialists.

Resolves routine problems that may involve applications and the network

Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment.

Knowledge, Skills, and Abilities

Ability to articulate technical concepts to technical and lay staff.

Ability to develop and present complex correspondence, technical documents, briefings and reports.

Ability to diagnose and resolve routine technical problems by using various utility applications.

Ability to effectively function in a multi-system and/or multi-application environment.

Ability to lead technical teams and/or serve as technical resource to a co-workers and external components

Ability to research the latest technological developments in the relevant operating systems to identify impact on organization operating systems and to anticipate changes.

Ability to understand the organization standards for operating configurations, security constraints, and procedures for managing organization software.

Ability to work as part of a team.

Ability to work independently on routine tasks

Ability to work with developers and customers to elicit requirements.

Ability to work with system developers to elicit requirements and engage in joint project planning.

Considerable knowledge of Contracting Officer's Technical Representative concepts and principles.

Considerable knowledge of operating systems, organization's operating environment, network requirements, and ability to anticipate impact on respective operating systems

Demonstrated ability to effectively function in a multi-system and/or multi-application environment.

Demonstrated strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Effective project management skills.

Excellent analytical, planning, and organizational skills.

Excellent problem solving capability, (e.g., ability to independently diagnose and resolve complex technical problems.)

Expert knowledge of EIT and supported utility and security applications.

Expert knowledge of MVS, UNIX, LINUX and Windows technology

Understanding of basic project management techniques to plan and execute projects within the position's responsibility.

Working knowledge of Project Management concepts and principles.

Working knowledge of existing server technologies, Linux, UNIX, or Windows operating systems, as required by individual position

Working knowledge of multiple specialties such as operating systems, e-mail or database platforms, storage technologies, or hardware support

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Operations Specialist - Manager

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions work independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Positions perform routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. These positions could provide 24x7 operational support depending on position requirements within the organization. Additionally, positions independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. Dependent on the job, specialists may assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

Short Summary:
Positions work independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Positions perform routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. These positions could provide 24x7 operational support depending on position requirements within the organization. Additionally, positions independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. Dependent on the job, specialists may assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

Duties, Tasks, and Responsibilities

Assists higher level software system specialists in managing software life cycles.

Assists in the installation and maintenance of the CWE operating configurations on all organization servers and desktops, working under close guidance.

Assists in the management of software life cycles.

Assists in the planning, integration, installation, and testing of new and upgraded versions of the relevant operating (Windows/UNIX) systems on organization computer systems, all third-party software components (VMWare), and subsystems

Maintains and updates documentation on the operating systems configuration for all assigned projects.

Manages software life cycles

Performs project management duties, such as scheduling and review processes.

Plans, tests, installs, and integrates new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems.

Provides technical support to applications and utility developers on requirements for integration into the operating environment

Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures

Researches and resolves routine systems software problems, working with higher-level specialists.

Resolves routine problems that may involve applications and the network

Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment.

Knowledge, Skills, and Abilities

Ability to articulate technical concepts to technical and lay staff.

Ability to develop and present complex correspondence, technical documents, briefings and reports.

Ability to diagnose and resolve routine technical problems by using various utility applications.

Ability to effectively function in a multi-system and/or multi-application environment.

Ability to lead technical teams and/or serve as technical resource to a co-workers and external components

Ability to research the latest technological developments in the relevant operating systems to identify impact on organization operating systems and to anticipate changes.

Ability to understand the organization standards for operating configurations, security constraints, and procedures for managing organization software.

Ability to work as part of a team.

Ability to work independently on routine tasks

Ability to work with developers and customers to elicit requirements.

Ability to work with system developers to elicit requirements and engage in joint project planning.

Considerable knowledge of Contracting Officer's Technical Representative concepts and principles.

Considerable knowledge of operating systems, organization's operating environment, network requirements, and ability to anticipate impact on respective operating systems

Demonstrated ability to effectively function in a multi-system and/or multi-application environment.

Demonstrated strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Effective project management skills.

Excellent analytical, planning, and organizational skills.

Excellent problem solving capability, (e.g., ability to independently diagnose and resolve complex technical problems.)

Expert knowledge of EIT and supported utility and security applications.

Expert knowledge of MVS, UNIX, LINUX and Windows technology

Understanding of basic project management techniques to plan and execute projects within the position's responsibility.

Working knowledge of Project Management concepts and principles.

Working knowledge of existing server technologies, Linux, UNIX, or Windows operating systems, as required by individual position

Working knowledge of multiple specialties such as operating systems, e-mail or database platforms, storage technologies, or hardware support

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Operations Specialist - Senior

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions work independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Positions perform routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. These positions could provide 24x7 operational support depending on position requirements within the organization. Additionally, positions independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. Dependent on the job, specialists may assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

Short Summary:
Positions work independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Positions perform routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. These positions could provide 24x7 operational support depending on position requirements within the organization. Additionally, positions independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. Dependent on the job, specialists may assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

Duties, Tasks, and Responsibilities

Assists higher level software system specialists in managing software life cycles.

Assists in the installation and maintenance of the CWE operating configurations on all organization servers and desktops, working under close guidance.

Assists in the management of software life cycles.

Assists in the planning, integration, installation, and testing of new and upgraded versions of the relevant operating (Windows/UNIX) systems on organization computer systems, all third-party software components (VMWare), and subsystems

Maintains and updates documentation on the operating systems configuration for all assigned projects.

Manages software life cycles

Performs project management duties, such as scheduling and review processes.

Plans, tests, installs, and integrates new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems.

Provides technical support to applications and utility developers on requirements for integration into the operating environment

Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures

Researches and resolves routine systems software problems, working with higher-level specialists.

Resolves routine problems that may involve applications and the network

Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment.

Knowledge, Skills, and Abilities

Ability to articulate technical concepts to technical and lay staff.

Ability to develop and present complex correspondence, technical documents, briefings and reports.

Ability to diagnose and resolve routine technical problems by using various utility applications.

Ability to effectively function in a multi-system and/or multi-application environment.

Ability to lead technical teams and/or serve as technical resource to a co-workers and external components

Ability to research the latest technological developments in the relevant operating systems to identify impact on organization operating systems and to anticipate changes.

Ability to understand the organization standards for operating configurations, security constraints, and procedures for managing organization software.

Ability to work as part of a team.

Ability to work independently on routine tasks

Ability to work with developers and customers to elicit requirements.

Ability to work with system developers to elicit requirements and engage in joint project planning.

Considerable knowledge of Contracting Officer's Technical Representative concepts and principles.

Considerable knowledge of operating systems, organization's operating environment, network requirements, and ability to anticipate impact on respective operating systems

Demonstrated ability to effectively function in a multi-system and/or multi-application environment.

Demonstrated strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Effective project management skills.

Excellent analytical, planning, and organizational skills.

Excellent problem solving capability, (e.g., ability to independently diagnose and resolve complex technical problems.)

Expert knowledge of EIT and supported utility and security applications.

Expert knowledge of MVS, UNIX, LINUX and Windows technology

Understanding of basic project management techniques to plan and execute projects within the position's responsibility.

Working knowledge of Project Management concepts and principles.

Working knowledge of existing server technologies, Linux, UNIX, or Windows operating systems, as required by individual position

Working knowledge of multiple specialties such as operating systems, e-mail or database platforms, storage technologies, or hardware support

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Systems Operations Specialist - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Positions work independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Positions perform routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. These positions could provide 24x7 operational support depending on position requirements within the organization. Additionally, positions independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. Dependent on the job, specialists may assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

Short Summary:
Positions work independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Positions perform routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. These positions could provide 24x7 operational support depending on position requirements within the organization. Additionally, positions independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. Dependent on the job, specialists may assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

Duties, Tasks, and Responsibilities

Assists higher level software system specialists in managing software life cycles.

Assists in the installation and maintenance of the CWE operating configurations on all organization servers and desktops, working under close guidance.

Assists in the management of software life cycles.

Assists in the planning, integration, installation, and testing of new and upgraded versions of the relevant operating (Windows/UNIX) systems on organization computer systems, all third-party software components (VMWare), and subsystems

Maintains and updates documentation on the operating systems configuration for all assigned projects.

Manages software life cycles

Performs project management duties, such as scheduling and review processes.

Plans, tests, installs, and integrates new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems.

Provides technical support to applications and utility developers on requirements for integration into the operating environment

Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures

Researches and resolves routine systems software problems, working with higher-level specialists.

Resolves routine problems that may involve applications and the network

Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment.

Knowledge, Skills, and Abilities

Ability to articulate technical concepts to technical and lay staff.

Ability to develop and present complex correspondence, technical documents, briefings and reports.

Ability to diagnose and resolve routine technical problems by using various utility applications.

Ability to effectively function in a multi-system and/or multi-application environment.

Ability to lead technical teams and/or serve as technical resource to a co-workers and external components

Ability to research the latest technological developments in the relevant operating systems to identify impact on organization operating systems and to anticipate changes.

Ability to understand the organization standards for operating configurations, security constraints, and procedures for managing organization software.

Ability to work as part of a team.

Ability to work independently on routine tasks

Ability to work with developers and customers to elicit requirements.

Ability to work with system developers to elicit requirements and engage in joint project planning.

Considerable knowledge of Contracting Officer's Technical Representative concepts and principles.

Considerable knowledge of operating systems, organization's operating environment, network requirements, and ability to anticipate impact on respective operating systems

Demonstrated ability to effectively function in a multi-system and/or multi-application environment.

Demonstrated strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Effective project management skills.

Excellent analytical, planning, and organizational skills.

Excellent problem solving capability, (e.g., ability to independently diagnose and resolve complex technical problems.)

Expert knowledge of EIT and supported utility and security applications.

Expert knowledge of MVS, UNIX, LINUX and Windows technology

Understanding of basic project management techniques to plan and execute projects within the position's responsibility.

Working knowledge of Project Management concepts and principles.

Working knowledge of existing server technologies, Linux, UNIX, or Windows operating systems, as required by individual position

Working knowledge of multiple specialties such as operating systems, e-mail or database platforms, storage technologies, or hardware support

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Data base user interface and query software — Database software; Microsoft Access

MS Office Suite

Markup language – HTML

Metric Tool

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Business Officer - Developmental

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 5/30/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Business Officers: (TCOM) serve as the customer service points of contact for the telecommunications services within the and with external vendors. TCOM: primary responsibilities include managing contracts with external telecommunication vendors for products and services; reconciling vendor billing statements with internal billing systems to ensure accuracy of bills and approving and scheduling payments to vendors; working closely with project managers to gather and translate customer telecommunication requirements into Service Level Agreements (SLA); and managing the day-to-day research and resolution of customer comments, questions, and concerns for all telecommunication services providing technical guidance and direction to customers. Based on assignment, TCOMs:FP may also be responsible for oversight and management of the SLAs with other components. TCOM: work is performed in a team environment; officers may provide guidance to more junior team members.

Short Summary:

Telecommunications Business Officers: Full Performance (TCOMs:) serve as the customer service points of contact for the telecommunications services within the and with external vendors. TCOM: primary responsibilities include managing contracts with external telecommunication vendors for products and services; reconciling vendor billing statements with internal billing systems to ensure accuracy of bills and approving and scheduling payments to vendors; working closely with project managers to gather and translate customer telecommunication requirements into Service Level Agreements (SLA); and managing the day-to-day research and resolution of customer comments, questions, and concerns for all telecommunication services providing technical guidance and direction to customers. Based on assignment, TCOMs: may also be responsible for oversight and management of the SLAs with other components. TCOM: work is performed in a team environment; officers may provide guidance to more junior team members.

Duties, Tasks, and Responsibilities

Participates in the Business Information Forum and Activity Based Costing Exercises – provide data for the preparation of cost and budget estimates for the coming year.

Prepare, review and send customers' billing statements.

Provides excellent customer service for assigned accounts.

Provides general guidance/mentoring to team members; may review the work of colleagues or more junior officers.

Reconciles vendor billing statements with internal billing systems.

Works closely with the Finance Officer when preparing and analyzing SLAs or customers' billing statements.

Knowledge, Skills, and Abilities

Ability to adapt quickly to emerging issues, priorities, and a changing work environment and respond to tasking under short and changing deadlines.

Ability to analyze multiple, complex pieces of information to form logical, sound conclusions about its value, importance, or accuracy.

Ability to analyze situations and negotiate win-win solutions for customers and the enterprise.

Ability to develop technical alternatives to improve the efficiency of processing invoices.

Ability to elicit information on moderately complex problems from non-technical customers for use in diagnosis, analysis, and resolution of problems.

Ability to evaluate vendor and financial (accounting, billing, revenue, etc.) data and customer requirements, resolve discrepancies, and propose innovative solutions to challenging problems.

Ability to function successfully as a part of a team.

Ability to interact with customers at all levels in the , Intelligence Community and Vendor community to effectively resolve issues/problems in a fast paced, high-pressure environment.

Ability to manage multiple competing priorities or projects, simultaneously.

Ability to provide clear answers to inquiries from vendors, customers and component managers regarding telecommunication products and services.

Ability to work independently, using sound judgment to make decisions.

Basic knowledge of Project Management concepts and principles.

Excellent organizational skills and attention to detail.

Knowledge of Fee for Services Business model or Working Capital Fund concepts.

Knowledge of available telecommunication products and services.

Knowledge of rules of governance and project lifecycle methodologies.

Knowledge of telecommunication products and services, in order to explain to customers the different telecommunication products and services available.

Strong interpersonal and communication (written and oral) skills for interaction with customers and colleagues and the ability to communicate complex technical information to varied audiences.

Working knowledge of financial processing vehicles (i.e., ACQUIRE, SLAMS).

Working knowledge of tools/systems to assist in analysis of issues (EXCEL, PHONBILL, CTMS, STATS).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Database user interface and query software — Database software; Microsoft Access

MS Office Suite

Metric Tools

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation

of contractor performance will be completed by the government at the contract level.

Telecommunications Business Officer - Expert

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Business Officers: (TCOMs:) serve as the customer service points of contact for the telecommunications services within the and with external vendors. TCOM: primary responsibilities include managing contracts with external telecommunication vendors for products and services; reconciling vendor billing statements with internal billing systems to ensure accuracy of bills and approving and scheduling payments to vendors; working closely with project managers to gather and translate customer telecommunication requirements into Service Level Agreements (SLA); and managing the day-to-day research and resolution of customer comments, questions, and concerns for all telecommunication services providing technical guidance and direction to customers. Based on assignment, TCOMs: may also be responsible for oversight and management of the SLAs with other components. TCOM: work is performed in a team environment; officers may provide guidance to more junior team members.

Short Summary:

Telecommunications Business Officers: (TCOMs:) serve as the customer service points of contact for the telecommunications services within the and with external vendors. TCOM: primary responsibilities include managing contracts with external telecommunication vendors for products and services; reconciling vendor billing statements with internal billing systems to ensure accuracy of bills and approving and scheduling payments to vendors; working closely with project managers to gather and translate customer telecommunication requirements into Service Level Agreements (SLA); and managing the day-to-day research and resolution of customer comments, questions, and concerns for all telecommunication services providing technical guidance and direction to customers. Based on assignment, TCOMs: may also be responsible for oversight and management of the SLAs with other components. TCOM: work is performed in a team environment; officers may provide guidance to more junior team members.

Duties, Tasks, and Responsibilities

Participates in the Business Information Forum and Activity Based Costing Exercises – provide data for the preparation of cost and budget estimates for the coming year.

Prepare, review and send customers' billing statements.

Provides excellent customer service for assigned accounts.

Provides general guidance/mentoring to team members; may review the work of colleagues or more junior officers.

Reconciles vendor billing statements with internal billing systems.

Works closely with the Finance Officer when preparing and analyzing SLAs or customers' billing statements.

Knowledge, Skills, and Abilities

Ability to adapt quickly to emerging issues, priorities, and a changing work environment and respond to tasking under short and changing deadlines.

Ability to analyze multiple, complex pieces of information to form logical, sound conclusions about its value, importance, or accuracy.

Ability to analyze situations and negotiate win-win solutions for customers and the enterprise.

Ability to develop technical alternatives to improve the efficiency of processing invoices.

Ability to elicit information on moderately complex problems from non-technical customers for use in diagnosis, analysis, and resolution of problems.

Ability to evaluate vendor and financial (accounting, billing, revenue, etc.) data and customer requirements, resolve discrepancies, and propose innovative solutions to challenging problems.

Ability to function successfully as a part of a team.

Ability to interact with customers at all levels in the , Intelligence Community and Vendor community to effectively resolve issues/problems in a fast paced, high-pressure environment.

Ability to manage multiple competing priorities or projects, simultaneously.

Ability to provide clear answers to inquiries from vendors, customers and component managers regarding telecommunication products and services.

Ability to work independently, using sound judgment to make decisions.

Basic knowledge of Project Management concepts and principles.

Excellent organizational skills and attention to detail.

Knowledge of Fee for Services Business model or Working Capital Fund concepts.

Knowledge of available telecommunication products and services.

Knowledge of rules of governance and project lifecycle methodologies.

Knowledge of telecommunication products and services, in order to explain to customers the different telecommunication products and services available.

Strong interpersonal and communication (written and oral) skills for interaction with customers and colleagues and the ability to communicate complex technical information to varied audiences.

Working knowledge of financial processing vehicles (i.e., ACQUIRE, SLAMS).

Working knowledge of tools/systems to assist in analysis of issues (EXCEL, PHONBILL, CTMS, STATS).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database user interface and query software — Database software; Microsoft Access

MS Office Suite

Metric Tools

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Business Officer - Full Performance

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Business Officers:(TCOMs:) serve as the customer service points of contact for the telecommunications services within the and with external vendors. TCOM: primary responsibilities include managing contracts with external telecommunication vendors for products and services; reconciling vendor billing statements with internal billing systems to ensure accuracy of bills and approving and scheduling payments to vendors; working closely with project managers to gather and translate customer telecommunication requirements into Service Level Agreements (SLA); and managing the day-to-day research and resolution of customer comments, questions, and concerns for all telecommunication services providing technical guidance and direction to customers. Based on assignment, TCOMs: may also be responsible for oversight and management of the SLAs with other components. TCOM: work is performed in a team environment; officers may provide guidance to more junior team members.

Short Summary:

Telecommunications Business Officers: (TCOMs:) serve as the customer service points of contact for the telecommunications services within the and with external vendors. TCOM: primary responsibilities include managing contracts with external telecommunication vendors for products and services; reconciling vendor billing statements with internal billing systems to ensure accuracy of bills and approving and scheduling payments to vendors; working closely with project managers to gather and translate customer telecommunication requirements into Service Level Agreements (SLA); and managing the day-to-day research and resolution of customer comments, questions, and concerns for all telecommunication services providing technical guidance and direction to customers. Based on assignment, TCOMs: may also be responsible for oversight and management of the SLAs with other components. TCOM: work is performed in a team environment; officers may provide guidance to more junior team members.

Duties, Tasks, and Responsibilities

Participates in the Business Information Forum and Activity Based Costing Exercises – provide data for the preparation of cost and budget estimates for the coming year.

Prepare, review and send customers' billing statements.

Provides excellent customer service for assigned accounts.

Provides general guidance/mentoring to team members; may review the work of colleagues or more junior officers.

Reconciles vendor billing statements with internal billing systems.

Works closely with the Finance Officer when preparing and analyzing SLAs or customers' billing statements.

Knowledge, Skills, and Abilities

Ability to adapt quickly to emerging issues, priorities, and a changing work environment and respond to tasking under short and changing deadlines.

Ability to analyze multiple, complex pieces of information to form logical, sound conclusions about its value, importance, or accuracy.

Ability to analyze situations and negotiate win-win solutions for customers and the enterprise.

Ability to develop technical alternatives to improve the efficiency of processing invoices.

Ability to elicit information on moderately complex problems from non-technical customers for use in diagnosis, analysis, and resolution of problems.

Ability to evaluate vendor and financial (accounting, billing, revenue, etc.) data and customer requirements, resolve discrepancies, and propose innovative solutions to challenging problems.

Ability to function successfully as a part of a team.

Ability to interact with customers at all levels in the , Intelligence Community and Vendor community to effectively resolve issues/problems in a fast paced, high-pressure environment.

Ability to manage multiple competing priorities or projects, simultaneously.

Ability to provide clear answers to inquiries from vendors, customers and component managers regarding telecommunication products and services.

Ability to work independently, using sound judgment to make decisions.

Basic knowledge of Project Management concepts and principles.

Excellent organizational skills and attention to detail.

Knowledge of Fee for Services Business model or Working Capital Fund concepts.

Knowledge of available telecommunication products and services.

Knowledge of rules of governance and project lifecycle methodologies.

Knowledge of telecommunication products and services, in order to explain to customers the different telecommunication products and services available.

Strong interpersonal and communication (written and oral) skills for interaction with customers and colleagues and the ability to communicate complex technical information to varied audiences.

Working knowledge of financial processing vehicles (i.e., ACQUIRE, SLAMS).

Working knowledge of tools/systems to assist in analysis of issues (EXCEL, PHONBILL, CTMS, STATS).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database user interface and query software — Database software; Microsoft Access

MS Office Suite

Metric Tools

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Business Officer - Manager

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Business Officers:(TCOMs:) serve as the customer service points of contact for the telecommunications services within the and with external vendors. TCOM: primary responsibilities include managing contracts with external telecommunication vendors for products and services; reconciling vendor billing statements with internal billing systems to ensure accuracy of bills and approving and scheduling payments to vendors; working closely with project managers to gather and translate customer telecommunication requirements into Service Level Agreements (SLA); and managing the day-to-day research and resolution of customer comments, questions, and concerns for all telecommunication services providing technical guidance and direction to customers. Based on assignment, TCOMs: may also be responsible for oversight and management of the SLAs with other components. TCOM: work is performed in a team environment; officers may provide guidance to more junior team members.

Short Summary:

Telecommunications Business Officers: (TCOMs:) serve as the customer service points of contact for the telecommunications services within the and with external vendors. TCOM: primary responsibilities include managing contracts with external telecommunication vendors for products and services; reconciling vendor billing statements with internal billing systems to ensure accuracy of bills and approving and scheduling payments to vendors; working closely with project managers to gather and translate customer telecommunication requirements into Service Level Agreements (SLA); and managing the day-to-day research and resolution of customer comments, questions, and concerns for all telecommunication services providing technical guidance and direction to customers. Based on assignment, TCOMs: may also be responsible for oversight and management of the SLAs with other components. TCOM: work is performed in a team environment; officers may provide guidance to more junior team members.

Duties, Tasks, and Responsibilities

Participates in the Business Information Forum and Activity Based Costing Exercises – provide data for the preparation of cost and budget estimates for the coming year.

Prepare, review and send customers' billing statements.

Provides excellent customer service for assigned accounts.

Provides general guidance/mentoring to team members; may review the work of colleagues or more junior officers.

Reconciles vendor billing statements with internal billing systems.

Works closely with the Finance Officer when preparing and analyzing SLAs or customers' billing statements.

Knowledge, Skills, and Abilities

Ability to adapt quickly to emerging issues, priorities, and a changing work environment and respond to tasking under short and changing deadlines.

Ability to analyze multiple, complex pieces of information to form logical, sound conclusions about its value, importance, or accuracy.

Ability to analyze situations and negotiate win-win solutions for customers and the enterprise.

Ability to develop technical alternatives to improve the efficiency of processing invoices.

Ability to elicit information on moderately complex problems from non-technical customers for use in diagnosis, analysis, and resolution of problems.

Ability to evaluate vendor and financial (accounting, billing, revenue, etc.) data and customer requirements, resolve discrepancies, and propose innovative solutions to challenging problems.

Ability to function successfully as a part of a team.

Ability to interact with customers at all levels in the , Intelligence Community and Vendor community to effectively resolve issues/problems in a fast paced, high-pressure environment.

Ability to manage multiple competing priorities or projects, simultaneously.

Ability to provide clear answers to inquiries from vendors, customers and component managers regarding telecommunication products and services.

Ability to work independently, using sound judgment to make decisions.

Basic knowledge of Project Management concepts and principles.

Excellent organizational skills and attention to detail.

Knowledge of Fee for Services Business model or Working Capital Fund concepts.

Knowledge of available telecommunication products and services.

Knowledge of rules of governance and project lifecycle methodologies.

Knowledge of telecommunication products and services, in order to explain to customers the different telecommunication products and services available.

Strong interpersonal and communication (written and oral) skills for interaction with customers and colleagues and the ability to communicate complex technical information to varied audiences.

Working knowledge of financial processing vehicles (i.e., ACQUIRE, SLAMS).

Working knowledge of tools/systems to assist in analysis of issues (EXCEL, PHONBILL, CTMS, STATS).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Database user interface and query software — Database software; Microsoft Access

MS Office Suite

Metric Tools

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Business Officer - Senior

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Business Officers: (TCOMs:) serve as the customer service points of contact for the telecommunications services within the and with external vendors. TCOM: primary responsibilities include managing contracts with external telecommunication vendors for products and services; reconciling vendor billing statements with internal billing systems to ensure accuracy of bills and approving and scheduling payments to vendors; working closely with project managers to gather and translate customer telecommunication requirements into Service Level Agreements (SLA); and managing the day-to-day research and resolution of customer comments, questions, and concerns for all telecommunication services providing technical guidance and direction to customers. Based on assignment, TCOMs: may also be responsible for oversight and management of the SLAs with other components. TCOM: work is performed in a team environment; officers may provide guidance to more junior team members.

Short Summary:

Telecommunications Business Officers: (TCOMs:) serve as the customer service points of contact for the telecommunications services within the and with external vendors. TCOM: primary responsibilities include managing contracts with external telecommunication vendors for products and services; reconciling vendor billing statements with internal billing systems to ensure accuracy of bills and approving and scheduling payments to vendors; working closely with project managers to gather and translate customer telecommunication requirements into Service Level Agreements (SLA); and managing the day-to-day research and resolution of customer comments, questions, and concerns for all telecommunication services providing technical guidance and direction to customers. Based on assignment, TCOMs: may also be responsible for oversight and management of the SLAs with other components. TCOM: work is performed in a team environment; officers may provide guidance to more junior team members.

Duties, Tasks, and Responsibilities

Participates in the Business Information Forum and Activity Based Costing Exercises – provide data for the preparation of cost and budget estimates for the coming year.

Prepare, review and send customers' billing statements.

Provides excellent customer service for assigned accounts.

Provides general guidance/mentoring to team members; may review the work of colleagues or more junior officers.

Reconciles vendor billing statements with internal billing systems.

Works closely with the Finance Officer when preparing and analyzing SLAs or customers' billing statements.

Knowledge, Skills, and Abilities

Ability to adapt quickly to emerging issues, priorities, and a changing work environment and respond to tasking under short and changing deadlines.

Ability to analyze multiple, complex pieces of information to form logical, sound conclusions about its value, importance, or accuracy.

Ability to analyze situations and negotiate win-win solutions for customers and the enterprise.

Ability to develop technical alternatives to improve the efficiency of processing invoices.

Ability to elicit information on moderately complex problems from non-technical customers for use in diagnosis, analysis, and resolution of problems.

Ability to evaluate vendor and financial (accounting, billing, revenue, etc.) data and customer requirements, resolve discrepancies, and propose innovative solutions to challenging problems.

Ability to function successfully as a part of a team.

Ability to interact with customers at all levels in the , Intelligence Community and Vendor community to effectively resolve issues/problems in a fast paced, high-pressure environment.

Ability to manage multiple competing priorities or projects, simultaneously.

Ability to provide clear answers to inquiries from vendors, customers and component managers regarding telecommunication products and services.

Ability to work independently, using sound judgment to make decisions.

Basic knowledge of Project Management concepts and principles.

Excellent organizational skills and attention to detail.

Knowledge of Fee for Services Business model or Working Capital Fund concepts.

Knowledge of available telecommunication products and services.

Knowledge of rules of governance and project lifecycle methodologies.

Knowledge of telecommunication products and services, in order to explain to customers the different telecommunication products and services available.

Strong interpersonal and communication (written and oral) skills for interaction with customers and colleagues and the ability to communicate complex technical information to varied audiences.

Working knowledge of financial processing vehicles (i.e., ACQUIRE, SLAMS).

Working knowledge of tools/systems to assist in analysis of issues (EXCEL, PHONBILL, CTMS, STATS).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database user interface and query software — Database software; Microsoft Access

MS Office Suite

Metric Tools

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive

periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Business Officer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Project Management

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Business Officers: (TCOM) serve as the customer service points of contact for the telecommunications services within the and with external vendors. TCOM: primary responsibilities include managing contracts with external telecommunication vendors for products and services; reconciling vendor billing statements with internal billing systems to ensure accuracy of bills and approving and scheduling payments to vendors; working closely with project managers to gather and translate customer telecommunication requirements into Service Level Agreements (SLA); and managing the day-to-day research and resolution of customer comments, questions, and concerns for all telecommunication services providing technical guidance and direction to customers. Based on assignment, TCOMs: may also be responsible for oversight and management of the SLAs with other components. TCOM: work is performed in a team environment; officers may provide guidance to more junior team members.

Short Summary:

Telecommunications Business Officers: (TCOMs:) serve as the customer service points of contact for the telecommunications services within the and with external vendors. TCOM: primary responsibilities include managing contracts with external telecommunication vendors for products and services; reconciling vendor billing statements with internal billing systems to ensure accuracy of bills and approving and scheduling payments to vendors; working closely with project managers to gather and translate customer telecommunication requirements into Service Level Agreements (SLA); and managing the day-to-day research and resolution of customer comments, questions, and concerns for all telecommunication services providing technical guidance and direction to customers. Based on assignment, TCOMs: may also be responsible for oversight and management of the SLAs with other components. TCOM: work is performed in a team environment; officers may provide guidance to more junior team members.

Duties, Tasks, and Responsibilities

Participates in the Business Information Forum and Activity Based Costing Exercises – provide data for the preparation of cost and budget estimates for the coming year.

Prepare, review and send customers' billing statements.

Provides excellent customer service for assigned accounts.

Provides general guidance/mentoring to team members; may review the work of colleagues or more junior officers.

Reconciles vendor billing statements with internal billing systems.

Works closely with the Finance Officer when preparing and analyzing SLAs or customers' billing statements.

Knowledge, Skills, and Abilities

Ability to adapt quickly to emerging issues, priorities, and a changing work environment and respond to tasking under short and changing deadlines.

Ability to analyze multiple, complex pieces of information to form logical, sound conclusions about its value, importance, or accuracy.

Ability to analyze situations and negotiate win-win solutions for customers and the enterprise.

Ability to develop technical alternatives to improve the efficiency of processing invoices.

Ability to elicit information on moderately complex problems from non-technical customers for use in diagnosis, analysis, and resolution of problems.

Ability to evaluate vendor and financial (accounting, billing, revenue, etc.) data and customer requirements, resolve discrepancies, and propose innovative solutions to challenging problems.

Ability to function successfully as a part of a team.

Ability to interact with customers at all levels in the , Intelligence Community and Vendor community to effectively resolve issues/problems in a fast paced, high-pressure environment.

Ability to manage multiple competing priorities or projects, simultaneously.

Ability to provide clear answers to inquiries from vendors, customers and component managers regarding telecommunication products and services.

Ability to work independently, using sound judgment to make decisions.

Basic knowledge of Project Management concepts and principles.

Excellent organizational skills and attention to detail.

Knowledge of Fee for Services Business model or Working Capital Fund concepts.

Knowledge of available telecommunication products and services.

Knowledge of rules of governance and project lifecycle methodologies.

Knowledge of telecommunication products and services, in order to explain to customers the different telecommunication products and services available.

Strong interpersonal and communication (written and oral) skills for interaction with customers and colleagues and the ability to communicate complex technical information to varied audiences.

Working knowledge of financial processing vehicles (i.e., ACQUIRE, SLAMS).

Working knowledge of tools/systems to assist in analysis of issues (EXCEL, PHONBILL, CTMS, STATS).

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Database user interface and query software — Database software; Microsoft Access

MS Office Suite

Metric Tools

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive

periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-ES - Developmental

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:
[49-2020] Radio and Telecommunications Equipment Installers and Repairers
[49-2020] Radio and Telecommunications Equipment Installers and Repairers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Engineering Specialists (ES) work as part of a multi-disciplined, diversified and fast-paced team responsible for installing, configuring, operating, maintaining and troubleshooting utility support equipment. They are responsible for a broad range of duties to include training and guiding field personnel on a variety of equipment, including diesel generators and related electrical support equipment; heating, ventilating and air conditioning equipment (HVAC); plumbing systems; power distribution equipment and grids; uninterruptible power systems; isolated power systems and grids; and MRI shielded enclosures.

Short Summary:

Engineering Specialists (ES) work as part of a multi-disciplined, diversified and fast-paced team responsible for installing, configuring, operating, maintaining and troubleshooting utility support equipment. They are responsible for a broad range of duties to include training and guiding field personnel on a variety of equipment, including diesel generators and related electrical support equipment; heating, ventilating and air conditioning equipment (HVAC); plumbing systems; power distribution equipment and grids; uninterruptible power systems; isolated power systems and grids; and MRI shielded enclosures.

Duties, Tasks, and Responsibilities

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Telecommunications Specialist-ES - Expert

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:
[49-2020] Radio and Telecommunications Equipment Installers and Repairers
[49-2020] Radio and Telecommunications Equipment Installers and Repairers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Engineering Specialists (ES) work as part of a multi-disciplined, diversified and fast-paced team responsible for installing, configuring, operating, maintaining and troubleshooting utility support equipment. They are responsible for a broad range of duties to include training and guiding field personnel on a variety of equipment, including diesel generators and related electrical support equipment; heating, ventilating and air conditioning equipment (HVAC); plumbing systems; power distribution equipment and grids; uninterruptible power systems; isolated power systems and grids; and MRI shielded enclosures.

Short Summary:

Engineering Specialists (ES) work as part of a multi-disciplined, diversified and fast-paced team responsible for installing, configuring, operating, maintaining and troubleshooting utility support equipment. They are responsible for a broad range of duties to include training and guiding field personnel on a variety of equipment, including diesel generators and related electrical support equipment; heating, ventilating and air conditioning equipment (HVAC); plumbing systems; power distribution equipment and grids; uninterruptible power systems; isolated power systems and grids; and MRI shielded enclosures.

Duties, Tasks, and Responsibilities

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

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Minimum Education

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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

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Tools

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Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds. TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns, disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Telecommunications Specialist-ES - Full Performance

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:
 [49-2020] Radio and Telecommunications Equipment Installers and Repairers
 [49-2020] Radio and Telecommunications Equipment Installers and Repairers

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Duties, Tasks, and Responsibilities

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

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COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

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Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

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Mission Awareness - organizational knowledge and understanding of the broader mission

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Minimum Education

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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

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Tools

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Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds. TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns, disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Telecommunications Specialist-ES - Manager

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:
 [49-2020] Radio and Telecommunications Equipment Installers and Repairers
 [49-2020] Radio and Telecommunications Equipment Installers and Repairers

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Duties, Tasks, and Responsibilities

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

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Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Liaison - extensive knowledge of Liaison Requirements

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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

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Work Environment

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Supervision Received and Given

Telecommunications Specialist-ES - Senior

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:
 [49-2020] Radio and Telecommunications Equipment Installers and Repairers
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Duties, Tasks, and Responsibilities

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

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Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

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Spreadsheet software — Microsoft Excel

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Work Environment

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Supervision Received and Given

Telecommunications Specialist-ES - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Deactivated

Date Effective: 6/5/2012

Standard Occupational Code:
 [49-2020] Radio and Telecommunications Equipment Installers and Repairers
 [49-2020] Radio and Telecommunications Equipment Installers and Repairers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Engineering Specialists (ES) at the Entry through Full Performance level to work as part of a multi-disciplined, diversified and fast-paced team responsible for installing, configuring, operating, maintaining and troubleshooting utility support equipment. They are responsible for a broad range of duties to include training and guiding field personnel on a variety of equipment, including diesel generators and related electrical support equipment; heating, ventilating and air conditioning equipment (HVAC); plumbing systems; power distribution equipment and grids; uninterruptible power systems; isolated power systems and grids; and MRI shielded enclosures.

Short Summary:
Engineering Specialists (ES) at the Entry through Full Performance level to work as part of a multi-disciplined, diversified and fast-paced team responsible for installing, configuring, operating, maintaining and troubleshooting utility support equipment. They are responsible for a broad range of duties to include training and guiding field personnel on a variety of equipment, including diesel generators and related electrical support equipment; heating, ventilating and air conditioning equipment (HVAC); plumbing systems; power distribution equipment and grids; uninterruptible power systems; isolated power systems and grids; and MRI shielded enclosures.

Duties, Tasks, and Responsibilities

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds. TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns, disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Telecommunications Specialist-FE - Developmental

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Information Systems Officers (TISOs) specializing in Field Engineering (F/E) provide system analysis and assessments of specialized telecommunications systems, networks, or components. F/E's also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

Short Summary:
Telecommunications Information Systems Officers (TISOs) specializing in Field Engineering (F/E) provide system analysis and assessments of specialized telecommunications systems, networks, or components. F/E's also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds. TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns,

disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-FE - Expert

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Information Systems Officers (TISOs) specializing in Field Engineering (F/E) provide system analyses and assessments of specialized telecommunications systems, networks, or components. F/E's also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

Short Summary:
Telecommunications Information Systems Officers (TISOs) specializing in Field Engineering (F/E) provide system analyses and assessments of specialized telecommunications systems, networks, or components. F/E's also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be required with the use of required safety equipment. Employees may be exposed to potential health

hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds. TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns, disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-FE - Full Performance

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Short Summary:
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Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

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Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

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Work Environment

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-FE - Manager

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Information Systems Officers (TISOs) specializing in Field Engineering (F/E) provide system analyses and assessments of specialized telecommunications systems, networks, or components. F/E's also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

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Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

•Mathematics — general knowledge of mathematical principles.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds.

TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns, disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-FE - Senior

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Information Systems Officers (TISOs) specializing in Field Engineering (F/E) provide system analyses and assessments of specialized telecommunications systems, networks, or components. F/E's also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

Short Summary:
Telecommunications Information Systems Officers (TISOs) specializing in Field Engineering (F/E) provide system analyses and assessments of specialized telecommunications systems, networks, or components. F/E's also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be

required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds. TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns, disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-FE - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Information Systems Officers (TISOs) specializing in Field Engineering (F/E) provide system analyses and assessments of specialized telecommunications systems, networks, or components. F/E's also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

Short Summary:

Telecommunications Information Systems Officers (TISOs) specializing in Field Engineering (F/E) provide system analyses and assessments of specialized telecommunications systems, networks, or components. F/E's also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be

required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds. TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns, disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-OPS - Developmental

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Information Systems Officers (TISOs) act as information distributors and customer representatives. They operate, maintain, and manage telecommunications facilities. TISOs also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Short Summary:
Telecommunications Information Systems Officers (TISOs) act as information distributors and customer representatives. They operate, maintain, and manage telecommunications facilities. TISOs also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds. TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns,

disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-OPS - Expert

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Short Summary:

Telecommunications Information Systems Officers (TISOs) act as information distributors and customer representatives. They operate, maintain, and manage telecommunications facilities. TISOs also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be required with the use of required safety equipment. Employees may be exposed to potential health

hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds. TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns, disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-OPS - Full Performance

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Information Systems Officers (TISOs) act as information distributors and customer representatives. They operate, maintain, and manage telecommunications facilities. TISOs also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Short Summary:

Telecommunications Information Systems Officers (TISOs) act as information distributors and customer representatives. They operate, maintain, and manage telecommunications facilities. TISOs also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds. TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns, disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-OPS - Manager

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Information Systems Officers (TISOs) act as information distributors and customer representatives. They operate, maintain, and manage telecommunications facilities. TISOs also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Short Summary:
Telecommunications Information Systems Officers (TISOs) act as information distributors and customer representatives. They operate, maintain, and manage telecommunications facilities. TISOs also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds.

TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns, disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-OPS - Senior

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Telecommunications Information Systems Officers (TISOs) act as information distributors and customer representatives. They operate, maintain, and manage telecommunications facilities. TISOs also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Short Summary:
Telecommunications Information Systems Officers (TISOs) act as information distributors and customer representatives. They operate, maintain, and manage telecommunications facilities. TISOs also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

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Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

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Packet analyzer such as SNIFFER

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Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be

required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds. TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns, disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-OPS - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Short Summary:

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Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

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Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

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Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be

required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Duties of TISO officers include being able to single-handedly deploy systems weighing up to 60 pounds. TISOs must also be prepared for prolonged use of destruction equipment (e.g., sledge-hammers, nail guns, disintegrators, and degaussers) and the removal of equipment from racks where servers may weigh as much as 75 pounds.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-TCS - Developmental

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Short Summary:

Tactical Communications Specialists (TCS) act as information distributors, customer representatives. They operate, maintain, install and manage telecommunications in non-traditional environments. TCS officers also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-TCS - Expert

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Short Summary:

Tactical Communications Specialists (TCS) act as information distributors, customer representatives. They operate, maintain, install and manage telecommunications in non-traditional environments. TCS officers also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-TCS - Full Performance

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Tactical Communications Specialists (TCS) act as information distributors, customer representatives. They operate, maintain, install and manage telecommunications in non-traditional environments. TCS officers also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Short Summary:

Tactical Communications Specialists (TCS) act as information distributors, customer representatives. They operate, maintain, install and manage telecommunications in non-traditional environments. TCS officers also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

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Tools

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Multimeters — Signal measuring equipment

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Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-TCS - Manager

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Short Summary:

Tactical Communications Specialists (TCS) act as information distributors, customer representatives. They operate, maintain, install and manage telecommunications in non-traditional environments. TCS officers also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

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Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

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Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Tools

Electronic measuring probes — Current probes; Voltage probes

Multimeters — Signal measuring equipment

Optical Time Domain Reflectometer - OTDR

Packet analyzer such as SNIFFER

Soldering irons or guns — Soldering equipment

Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Telecommunications Specialist-TCS - Senior

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Tactical Communications Specialists (TCS) act as information distributors, customer representatives. They operate, maintain, install and manage telecommunications in non-traditional environments. TCS officers also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Short Summary:
Tactical Communications Specialists (TCS) act as information distributors, customer representatives. They operate, maintain, install and manage telecommunications in non-traditional environments. TCS officers also provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and, provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

Duties, Tasks, and Responsibilities

Installs, maintains, manages and/or repairs Local Area Networks (LANs) and their constituent components (workstations, servers, printers, associated cabling, etc.).

Installs, maintains, manages and/or repairs carrier systems (WANs) and their constituent components.

Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

COMSEC - in-depth knowledge of policies and regulations, with a particular focus on communications security

Collaboration

Communications - ability to communicate complex issues to technical staff, customers, and senior management

Computers and Electronics — general knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking

Critical Thinking - use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer Service – committed to providing the highest levels of customer service; understand and respond to the customer's requirements.

Customer and Personal Service — knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Equipment Selection - Determining the kind of tools and equipment needed to do a job..

Installation — install equipment, machines, wiring, or programs to meet specifications; plan, direct, and perform highly specialized technical projects

Installations - demonstrated high-level proficiency in leading and performing installations, modifications, and upgrades of highly specialized equipment and systems.

Integrity

Liaison - extensive knowledge of Liaison Requirements

Management – can direct; provide feedback; and, manage workflow

Manual Dexterity

Mathematics — general knowledge of mathematical principles.

Mechanical — general knowledge of machines and tools

Mission Awareness - organizational knowledge and understanding of the broader mission

Project Management – knowledge of project management; can utilize project management framework to ensure success

Repairing - repair machines or systems using the needed tools..

Tactical systems - extensive knowledge of a wide variety of tactical systems

Telecommunications — extensive knowledge on a variety of telecommunications platforms and IT systems.

Time Management - managing one's own time and the time of others.

Travel readiness – maintain eligibility to travel wherever the needs of the mission dictate.

Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

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Packet analyzer such as SNIFFER

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Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

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Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

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required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Supervision Received and Given

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Telecommunications Specialist-TCS - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: TISO

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

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Maintain technical and medical eligibility to serve worldwide to meet the needs of the mission.

Provide communications security guidance and support.

Provide support for, and maintenance of, applications software.

Provide troubleshooting assistance for carrier systems, customer premises equipment or utility equipment (diesel generators, chilled water systems, air handlers, electrical switchgear, etc.).

Knowledge, Skills, and Abilities

Ability to work collaboratively across organizational boundaries.

Administration and Management — awareness of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

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Collaboration

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Troubleshooting – can test, identify, and resolve the most difficult equipment and system problems

Utility systems - extensive knowledge of station and base electrical, mechanical, and utility systems; can install, operate and maintain basic and portable utility systems

Minimum Education

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Markup language – HTML

Spreadsheet software — Microsoft Excel

Word Processor – MS Word

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Packet analyzer such as SNIFFER

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Soldering or desoldering or combined stations — Soldering stations

Spectrum analyzer

Standard tool kits (e.g. JTK-17)

Voltage or current meters — Digital voltmeters DVM; Voltage testers

Work Environment

The work environment varies from an office environment to working in an environment that may include exposure to drafts, noise, dust, grease, dirt, and standing water as well as temperature extremes and inclement weather. Employees may experience extended periods of standing, walking, climbing, bending, crouching, and lifting light to very heavy objects and equipment. Use of ladders or scaffolding may be

required with the use of required safety equipment. Employees may be exposed to potential health hazards.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Test Engineer - Developmental

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Apply electronic theory and related knowledge, usually under the direction of engineering staff to design, build, repair, calibrate, and modify electrical components, circuitry, controls, machinery for subsequent evaluation and use by engineering staff in making engineering design decisions. Develop and execute software test plans in order to identify software problems and their causes.

Short Summary:
Apply electronic theory and related knowledge, usually under the direction of engineering staff to design, build, repair, calibrate, and modify electrical components, circuitry, controls, machinery for subsequent evaluation and use by engineering staff in making engineering design decisions. Develop and execute software test plans in order to identify software problems and their causes.

Duties, Tasks, and Responsibilities

Conduct software compatibility tests with programs, hardware, operating systems, or network environments.

Coordinate historical analyses of test results.

Coordinate with team members to ensure problem solution, appropriate risk reduction, and user satisfaction.

Create or maintain databases of known test defects.

Design or develop automated testing tools.

Design test plans, scenarios, scripts, or procedures.

Design, define and document unit and application test plans.

Develop or specify standards, methods, or procedures to determine product quality or release readiness.

Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.

Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Document software defects, using bug tracking systems, and report defects to software developers.

Document test procedures to ensure replicability and compliance with standards.

Estimate software-testing costs and schedule.

Evaluate or recommend software for testing or bug tracking.

Install and configure recreations of software production environments to allow testing of software performance.

Install, maintain, or use software testing programs.

Investigate customer problems referred by technical support.

Make recommendations, if needed, on test and evaluation strategies for major systems installations.

Monitor bug resolution efforts and track successes.

Monitor program performance to ensure efficient and problem-free operations.

Perform analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for software or IT systems.

Plan test schedules or strategies in accordance with project scope or delivery dates.

Provide technical support during software installation or configuration.

Review user application system requirements documentation.

Transform test plans into test scripts and execute those scripts.

Visit beta testing sites to evaluate software performance.

Knowledge, Skills, and Abilities

Arm-Hand Steadiness – the ability to keep your hand and arm steady while moving you arm or while holding your arm and hand in one position.

Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics – Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical thinking – using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approached to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design – Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and technology – Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language – knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Maintenance – Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Finger Dexterity – the ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

Information Ordering – the ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g. patterns of numbers, letters, word, pictures, and mathematical operations).

Mathematics – Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mechanical – Knowledge of machine and tools, including their designs, uses, repair, and maintenance.

Near Vision – The ability to see details at close range (within a few feet of the observer).

Oral Comprehension – the ability to listen and understand information and ideas presented through spoken words and sentences.

Problem Sensitivity – the ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension – understanding written sentences and paragraphs in work related documents

Speaking – talking to others to convey information effectively.

Speech Clarity – the ability to speak clearly so others can understand you.

Speech Recognition – The ability to identify and understand the speech of another person.

Systems Analysis – Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications – Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting – determining causes of operating errors and deciding what to do about it.

Writing – communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension – the ability to read and understand information and ideas presented in writing.

Written Expression – the ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Analytical or scientific software – Mentor Graphics ModelSim:Root cause analysis software; The mathworks MATLAB

Computer aided design CAD software – cadence software; MicroSim PSoice; Prentice Hall Electronic Workbench MultiSim

Data base user interface and query software – database software; Microsoft Access

Development Environment Software – C; Microsoft Visual Basic; National Instruments LabVIEW; Verilog

Spreadsheet Software – Microsoft Excel

Tools

Electronic Measuring Probes – Current Probes; Voltage Probes

Multimeters - Signal measuring equipment

Soldering irons or guns – Soldering equipment

Soldering or desoldering or combined stations – Soldering stations

Voltage or current meteres – Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Test Engineer - Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Apply electronic theory and related knowledge, usually under the direction of engineering staff to design, build, repair, calibrate, and modify electrical components, circuitry, controls, machinery for subsequent evaluation and use by engineering staff in making engineering design decisions. Develop and execute software test plans in order to identify software problems and their causes.

Short Summary:
Apply electronic theory and related knowledge, usually under the direction of engineering staff to design, build, repair, calibrate, and modify electrical components, circuitry, controls, machinery for subsequent evaluation and use by engineering staff in making engineering design decisions. Develop and execute software test plans in order to identify software problems and their causes.

Duties, Tasks, and Responsibilities

Conduct software compatibility tests with programs, hardware, operating systems, or network environments.

Coordinate historical analyses of test results.

Coordinate with team members to ensure problem solution, appropriate risk reduction, and user satisfaction.

Create or maintain databases of known test defects.

Design or develop automated testing tools.

Design test plans, scenarios, scripts, or procedures.

Design, define and document unit and application test plans.

Develop or specify standards, methods, or procedures to determine product quality or release readiness.

Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.

Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

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Document test procedures to ensure replicability and compliance with standards.

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Engineering and technology – Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language – knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Maintenance – Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Analytical or scientific software – Mentor Graphics ModelSim:Root cause analysis software; The mathworks MATLAB

Computer aided design CAD software – cadence software; MicroSim PSoice; Prentice Hall Electronic Workbench MultiSim

Data base user interface and query software – database software; Microsoft Access

Development Environment Software – C; Microsoft Visual Basic; National Instruments LabVIEW; Verilog

Spreadsheet Software – Microsoft Excel

Tools

Electronic Measuring Probes – Current Probes; Voltage Probes

Multimeters - Signal measuring equipment

Soldering irons or guns – Soldering equipment

Soldering or desoldering or combined stations – Soldering stations

Voltage or current meteres – Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Test Engineer - Full Performance

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.

Apply electronic theory and related knowledge, usually under the direction of engineering staff to design, build, repair, calibrate, and modify electrical components, circuitry, controls, machinery for subsequent evaluation and use by engineering staff in making engineering design decisions. Develop and execute software test plans in order to identify software problems and their causes.

Short Summary:

Apply electronic theory and related knowledge, usually under the direction of engineering staff to design, build, repair, calibrate, and modify electrical components, circuitry, controls, machinery for subsequent evaluation and use by engineering staff in making engineering design decisions. Develop and execute software test plans in order to identify software problems and their causes.

Duties, Tasks, and Responsibilities

Conduct software compatibility tests with programs, hardware, operating systems, or network environments.

Coordinate historical analyses of test results.

Coordinate with team members to ensure problem solution, appropriate risk reduction, and user satisfaction.

Create or maintain databases of known test defects.

Design or develop automated testing tools.

Design test plans, scenarios, scripts, or procedures.

Design, define and document unit and application test plans.

Develop or specify standards, methods, or procedures to determine product quality or release readiness.

Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.

Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Document software defects, using bug tracking systems, and report defects to software developers.

Document test procedures to ensure replicability and compliance with standards.

Estimate software-testing costs and schedule.

Evaluate or recommend software for testing or bug tracking.

Install and configure recreations of software production environments to allow testing of software performance.

Install, maintain, or use software testing programs.

Investigate customer problems referred by technical support.

Make recommendations, if needed, on test and evaluation strategies for major systems installations.

Monitor bug resolution efforts and track successes.

Monitor program performance to ensure efficient and problem-free operations.

Perform analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for software or IT systems.

Plan test schedules or strategies in accordance with project scope or delivery dates.

Provide technical support during software installation or configuration.

Review user application system requirements documentation.

Transform test plans into test scripts and execute those scripts.

Visit beta testing sites to evaluate software performance.

Knowledge, Skills, and Abilities

Arm-Hand Steadiness – the ability to keep your hand and arm steady while moving you arm or while holding your arm and hand in one position.

Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics – Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical thinking – using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approached to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design – Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and technology – Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language – knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Maintenance – Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Finger Dexterity – the ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

Information Ordering – the ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g. patterns of numbers, letters, word, pictures, and mathematical operations).

Mathematics – Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mechanical – Knowledge of machine and tools, including their designs, uses, repair, and maintenance.

Near Vision – The ability to see details at close range (within a few feet of the observer).

Oral Comprehension – the ability to listen and understand information and ideas presented through spoken words and sentences.

Problem Sensitivity – the ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension – understanding written sentences and paragraphs in work related documents

Speaking – talking to others to convey information effectively.

Speech Clarity – the ability to speak clearly so others can understand you.

Speech Recognition – The ability to identify and understand the speech of another person.

Systems Analysis – Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications – Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting – determining causes of operating errors and deciding what to do about it.

Writing – communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension – the ability to read and understand information and ideas presented in writing.

Written Expression – the ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Analytical or scientific software – Mentor Graphics ModelSim:Root cause analysis software; The mathworks MATLAB

Computer aided design CAD software – cadence software; MicroSim PSoice; Prentice Hall Electronic Workbench MultiSim

Data base user interface and query software – database software; Microsoft Access

Development Environment Software – C; Microsoft Visual Basic; National Instruments LabVIEW; Verilog

Spreadsheet Software – Microsoft Excel

Tools

Electronic Measuring Probes – Current Probes; Voltage Probes

Multimeters - Signal measuring equipment

Soldering irons or guns – Soldering equipment

Soldering or desoldering or combined stations – Soldering stations

Voltage or current meteres – Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Test Engineer - Manager

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Apply electronic theory and related knowledge, usually under the direction of engineering staff to design, build, repair, calibrate, and modify electrical components, circuitry, controls, machinery for subsequent evaluation and use by engineering staff in making engineering design decisions. Develop and execute software test plans in order to identify software problems and their causes.

Short Summary:

Apply electronic theory and related knowledge, usually under the direction of engineering staff to design, build, repair, calibrate, and modify electrical components, circuitry, controls, machinery for subsequent evaluation and use by engineering staff in making engineering design decisions. Develop and execute software test plans in order to identify software problems and their causes.

Duties, Tasks, and Responsibilities

Conduct software compatibility tests with programs, hardware, operating systems, or network environments.

Coordinate historical analyses of test results.

Coordinate with team members to ensure problem solution, appropriate risk reduction, and user satisfaction.

Create or maintain databases of known test defects.

Design or develop automated testing tools.

Design test plans, scenarios, scripts, or procedures.

Design, define and document unit and application test plans.

Develop or specify standards, methods, or procedures to determine product quality or release readiness.

Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.

Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Document software defects, using bug tracking systems, and report defects to software developers.

Document test procedures to ensure replicability and compliance with standards.

Estimate software-testing costs and schedule.

Evaluate or recommend software for testing or bug tracking.

Install and configure recreations of software production environments to allow testing of software performance.

Install, maintain, or use software testing programs.

Investigate customer problems referred by technical support.

Make recommendations, if needed, on test and evaluation strategies for major systems installations.

Monitor bug resolution efforts and track successes.

Monitor program performance to ensure efficient and problem-free operations.

Perform analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for software or IT systems.

Plan test schedules or strategies in accordance with project scope or delivery dates.

Provide technical support during software installation or configuration.

Review user application system requirements documentation.

Transform test plans into test scripts and execute those scripts.

Visit beta testing sites to evaluate software performance.

Knowledge, Skills, and Abilities

Arm-Hand Steadiness – the ability to keep your hand and arm steady while moving you arm or while holding your arm and hand in one position.

Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics – Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical thinking – using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approached to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design – Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and technology – Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language – knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Maintenance – Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Finger Dexterity – the ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

Information Ordering – the ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g. patterns of numbers, letters, word, pictures, and mathematical operations).

Mathematics – Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mechanical – Knowledge of machine and tools, including their designs, uses, repair, and maintenance.

Near Vision – The ability to see details at close range (within a few feet of the observer).

Oral Comprehension – the ability to listen and understand information and ideas presented through spoken words and sentences.

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Systems Analysis – Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications – Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting – determining causes of operating errors and deciding what to do about it.

Writing – communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension – the ability to read and understand information and ideas presented in writing.

Written Expression – the ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Analytical or scientific software – Mentor Graphics ModelSim:Root cause analysis software; The mathworks MATLAB

Computer aided design CAD software – cadence software; MicroSim PSoice; Prentice Hall Electronic Workbench MultiSim

Data base user interface and query software – database software; Microsoft Access

Development Environment Software – C; Microsoft Visual Basic; National Instruments LabVIEW; Verilog

Spreadsheet Software – Microsoft Excel

Tools

Electronic Measuring Probes – Current Probes; Voltage Probes

Multimeters - Signal measuring equipment

Soldering irons or guns – Soldering equipment

Soldering or desoldering or combined stations – Soldering stations

Voltage or current meteres – Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Test Engineer - Senior

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Apply electronic theory and related knowledge, usually under the direction of engineering staff to design, build, repair, calibrate, and modify electrical components, circuitry, controls, machinery for subsequent evaluation and use by engineering staff in making engineering design decisions. Develop and execute software test plans in order to identify software problems and their causes.

Short Summary:

Apply electronic theory and related knowledge, usually under the direction of engineering staff to design, build, repair, calibrate, and modify electrical components, circuitry, controls, machinery for subsequent evaluation and use by engineering staff in making engineering design decisions. Develop and execute software test plans in order to identify software problems and their causes.

Duties, Tasks, and Responsibilities

Conduct software compatibility tests with programs, hardware, operating systems, or network environments.

Coordinate historical analyses of test results.

Coordinate with team members to ensure problem solution, appropriate risk reduction, and user satisfaction.

Create or maintain databases of known test defects.

Design or develop automated testing tools.

Design test plans, scenarios, scripts, or procedures.

Design, define and document unit and application test plans.

Develop or specify standards, methods, or procedures to determine product quality or release readiness.

Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.

Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Document software defects, using bug tracking systems, and report defects to software developers.

Document test procedures to ensure replicability and compliance with standards.

Estimate software-testing costs and schedule.

Evaluate or recommend software for testing or bug tracking.

Install and configure recreations of software production environments to allow testing of software performance.

Install, maintain, or use software testing programs.

Investigate customer problems referred by technical support.

Make recommendations, if needed, on test and evaluation strategies for major systems installations.

Monitor bug resolution efforts and track successes.

Monitor program performance to ensure efficient and problem-free operations.

Perform analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for software or IT systems.

Plan test schedules or strategies in accordance with project scope or delivery dates.

Provide technical support during software installation or configuration.

Review user application system requirements documentation.

Transform test plans into test scripts and execute those scripts.

Visit beta testing sites to evaluate software performance.

Knowledge, Skills, and Abilities

Arm-Hand Steadiness – the ability to keep your hand and arm steady while moving you arm or while holding your arm and hand in one position.

Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics – Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical thinking – using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approached to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design – Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and technology – Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language – knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Equipment Maintenance – Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Finger Dexterity – the ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

Information Ordering – the ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g. patterns of numbers, letters, word, pictures, and mathematical operations).

Mathematics – Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Mechanical – Knowledge of machine and tools, including their designs, uses, repair, and maintenance.

Near Vision – The ability to see details at close range (within a few feet of the observer).

Oral Comprehension – the ability to listen and understand information and ideas presented through spoken words and sentences.

Problem Sensitivity – the ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Reading Comprehension – understanding written sentences and paragraphs in work related documents

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Speech Recognition – The ability to identify and understand the speech of another person.

Systems Analysis – Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Telecommunications – Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting – determining causes of operating errors and deciding what to do about it.

Writing – communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension – the ability to read and understand information and ideas presented in writing.

Written Expression – the ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Analytical or scientific software – Mentor Graphics ModelSim:Root cause analysis software; The mathworks MATLAB

Computer aided design CAD software – cadence software; MicroSim PSoice; Prentice Hall Electronic Workbench MultiSim

Data base user interface and query software – database software; Microsoft Access

Development Environment Software – C; Microsoft Visual Basic; National Instruments LabVIEW; Verilog

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Tools

Electronic Measuring Probes – Current Probes; Voltage Probes

Multimeters - Signal measuring equipment

Soldering irons or guns – Soldering equipment

Soldering or desoldering or combined stations – Soldering stations

Voltage or current meteres – Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Test Engineer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: IT Engineering

Job Classification: Contractor

Status: Active

Date Effective: 6/1/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Apply electronic theory and related knowledge, usually under the direction of engineering staff to design, build, repair, calibrate, and modify electrical components, circuitry, controls, machinery for subsequent evaluation and use by engineering staff in making engineering design decisions. Develop and execute software test plans in order to identify software problems and their causes.

Short Summary:

Apply electronic theory and related knowledge, usually under the direction of engineering staff to design, build, repair, calibrate, and modify electrical components, circuitry, controls, machinery for subsequent evaluation and use by engineering staff in making engineering design decisions. Develop and execute software test plans in order to identify software problems and their causes.

Duties, Tasks, and Responsibilities

Conduct software compatibility tests with programs, hardware, operating systems, or network environments.

Coordinate historical analyses of test results.

Coordinate with team members to ensure problem solution, appropriate risk reduction, and user satisfaction.

Create or maintain databases of known test defects.

Design or develop automated testing tools.

Design test plans, scenarios, scripts, or procedures.

Design, define and document unit and application test plans.

Develop or specify standards, methods, or procedures to determine product quality or release readiness.

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Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Document software defects, using bug tracking systems, and report defects to software developers.

Document test procedures to ensure replicability and compliance with standards.

Estimate software-testing costs and schedule.

Evaluate or recommend software for testing or bug tracking.

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Install, maintain, or use software testing programs.

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Monitor bug resolution efforts and track successes.

Monitor program performance to ensure efficient and problem-free operations.

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Provide technical support during software installation or configuration.

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Knowledge, Skills, and Abilities

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Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

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Equipment Maintenance – Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

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Minimum Education

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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Analytical or scientific software – Mentor Graphics ModelSim:Root cause analysis software; The mathworks MATLAB

Computer aided design CAD software – cadence software; MicroSim PSoice; Prentice Hall Electronic Workbench MultiSim

Data base user interface and query software – database software; Microsoft Access

Development Environment Software – C; Microsoft Visual Basic; National Instruments LabVIEW; Verilog

Spreadsheet Software – Microsoft Excel

Tools

Electronic Measuring Probes – Current Probes; Voltage Probes

Multimeters - Signal measuring equipment

Soldering irons or guns – Soldering equipment

Soldering or desoldering or combined stations – Soldering stations

Voltage or current meteres – Digital voltmeters DVM; Voltage testers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level..

Tools Developer - Developmental

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 10/6/2012

Standard Occupational Code:
 [15-1199] Computer Occupations, All Other

Long Summary:
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Short Summary:

Identify applications that can support the exploitation of databases. Assess what will be required to integrate a particular tool into the customer environment. Integrate tools into the customer environment. Uses the BPM application to create live implementations of processes. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

Duties, Tasks, and Responsibilities

Advise customer about, or perform, maintenance of software system.

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with customers about software system design and maintenance.

Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Coordinate installation of software system.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop and direct software system testing and validation procedures.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Monitor functioning of equipment to ensure system operates in conformance with specifications.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Specify power supply requirements and configuration.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.

Train users to use new or modified equipment

Utilize microcontrollers to develop control signals, implement control algorithms and measure process variables such as temperatures, pressures and positions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Database management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

In depth development experience with Java, Java component development, JavaScript, PERL, XML, XSL and/or HTTP/HTML, IIS, iPlanet, Apache, WebLogic, Web service development in J2EE, SQL, experience with spiral or evolutionary development, CSS, JSP, web services. In-depth knowledge of one or more specific COTS products in use, such as WebLogic, PlumTree, WebMethods, RetrievalWare, TeamWorks, COGNOS.

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

Web platform development software — Apache Struts; Hypertext markup language HTML; JavaScript; Ruby on Rails

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation

of contractor performance will be completed by the government at the contract level.

Tools Developer - Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Short Summary:
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Duties, Tasks, and Responsibilities

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Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Coordinate installation of software system.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop and direct software system testing and validation procedures.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Monitor functioning of equipment to ensure system operates in conformance with specifications.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Specify power supply requirements and configuration.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.

Train users to use new or modified equipment

Utilize microcontrollers to develop control signals, implement control algorithms and measure process variables such as temperatures, pressures and positions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

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Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

In depth development experience with Java, Java component development, JavaScript, PERL, XML, XSL and/or HTTP/HTML, IIS, iPlanet, Apache, WebLogic, Web service development in J2EE, SQL, experience with spiral or evolutionary development, CSS, JSP, web services. In-depth knowledge of one or more specific COTS products in use, such as WebLogic, PlumTree, WebMethods, RetrievalWare, TeamWorks, COGNOS.

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

Web platform development software — Apache Struts; Hypertext markup language HTML; JavaScript; Ruby on Rails

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Tools Developer - Full Performance

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

In depth development experience with Java, Java component development, JavaScript, PERL, XML, XSL and/or HTTP/HTML, IIS, iPlanet, Apache, WebLogic, Web service development in J2EE, SQL, experience with spiral or evolutionary development, CSS, JSP, web services. In-depth knowledge of one or more specific COTS products in use, such as WebLogic, PlumTree, WebMethods, RetrievalWare, TeamWorks, COGNOS.

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Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Tools Developer - Manager

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

Advise customer about, or perform, maintenance of software system.

Analyze information to determine, recommend, and plan computer specifications and layouts, and peripheral equipment modifications.

Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.

Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.

Consult with customers about software system design and maintenance.

Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.

Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.

Coordinate installation of software system.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop and direct software system testing and validation procedures.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

Monitor functioning of equipment to ensure system operates in conformance with specifications.

Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

Prepare reports and correspondence concerning project specifications, activities and status.

Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Specify power supply requirements and configuration.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.

Train users to use new or modified equipment

Utilize microcontrollers to develop control signals, implement control algorithms and measure process variables such as temperatures, pressures and positions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Operations Analysis — Analyzing needs and product requirements to create a design.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Programming — Writing computer programs for various purposes.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Database management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

In depth development experience with Java, Java component development, JavaScript, PERL, XML, XSL and/or HTTP/HTML, IIS, iPlanet, Apache, WebLogic, Web service development in J2EE, SQL, experience with spiral or evolutionary development, CSS, JSP, web services. In-depth knowledge of one or more specific COTS products in use, such as WebLogic, PlumTree, WebMethods, RetrievalWare, TeamWorks, COGNOS.

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

Web platform development software — Apache Struts; Hypertext markup language HTML; JavaScript; Ruby on Rails

Tools

Desktop computers

High end computer servers — Application servers

Integrated circuit testers — In circuit emulators ICE; Logic analyzers

Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Tools Developer - Senior

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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Coordinate installation of software system.

Coordinate software system installation and monitor equipment functioning to ensure specifications are met.

Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.

Develop and direct software system testing and validation procedures, programming, and documentation.

Develop and direct software system testing and validation procedures.

Estimate software development costs and schedule.

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.

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Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.

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Recommend purchase of equipment to control dust, temperature, and humidity in area of system installation.

Review existing programs and assist in making refinements, reducing operating time, and improve current techniques.

Specify power supply requirements and configuration.

Store, retrieve, and manipulate data for analysis of system capabilities and requirements.

Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.

Train users to use new or modified equipment

Utilize microcontrollers to develop control signals, implement control algorithms and measure process variables such as temperatures, pressures and positions.

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

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Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Database management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

In depth development experience with Java, Java component development, JavaScript, PERL, XML, XSL and/or HTTP/HTML, IIS, iPlanet, Apache, WebLogic, Web service development in J2EE, SQL, experience with spiral or evolutionary development, CSS, JSP, web services. In-depth knowledge of one or more specific COTS products in use, such as WebLogic, PlumTree, WebMethods, RetrievalWare, TeamWorks, COGNOS.

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

Program testing software — Defect tracking software; Mercury Interactive LoadRunner; Source code editor software; Usability testing software

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Tools

Desktop computers

High end computer servers — Application servers

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Notebook computers

Personal digital assistant PDAs or organizers — Personal digital assistants PDA

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive

periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Tools Developer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Database management system software — Computer Associates integrated data management system CA-IDMS; Database management software; Microsoft SQL Server; Oracle DBMS

Development environment software — C; Embedded systems development software; IBM Rational Rose XDE Developer; Microsoft Visual Basic

In depth development experience with Java, Java component development, JavaScript, PERL, XML, XSL and/or HTTP/HTML, IIS, iPlanet, Apache, WebLogic, Web service development in J2EE, SQL, experience with spiral or evolutionary development, CSS, JSP, web services. In-depth knowledge of one or more specific COTS products in use, such as WebLogic, PlumTree, WebMethods, RetrievalWare, TeamWorks, COGNOS.

Object or component oriented development software — C++; Self; Simulation language SIMULA; Sun Microsystems Java

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Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive

periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

UNIX Administrator - Developmental

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 11/1/2012

Standard Occupational Code:
 [15-1141] Database Administrators

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Unix administrator is responsible for Unix (e.g. Sun F15000 and smaller) or Linux environments. This includes responsibility for the operating system software and its successful integration with the hardware and applications software of the major computing systems across the organization.

Short Summary:

The Unix administrator is responsible for Unix (e.g. Sun F15000 and smaller) or Linux environments. This includes responsibility for the operating system software and its successful integration with the hardware and applications software of the major computing systems across the organization.

Duties, Tasks, and Responsibilities

Designs interfaces to external systems

Develops test plans and procedures

Establishes development, testing, staging, and operating environments

Maintains and consults for relevant operating systems on organizational computer systems, all third-party software components, and subsystems

Maintains and updates documentation on the operating systems configuration

Manages software life cycles

Plans, tests, installs, and integrates new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems

Provides technical support to applications and utility developers on requirements for integration into the operating environment

Researches and resolves systems software problems efficiently and accurately while adhering to internal software management standards and procedures

Tests and integrates software and hardware

Troubleshoots problems that may involve applications and the network

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge of Communications and Information Security policies and practices

Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Programming — Writing computer programs for various purposes

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Systems Environment — Demonstrated ability to effectively function in a multi-system and/or multi-application environment

Systems — Knowledge of multiple specialties such as operating systems, email or database platforms, storage technologies, or hardware support, including knowledge of operating systems (e.g., NT, Windows 2000, Unix, XP).

Technologies — Knowledge of existing server technologies including principles and methods used in obtaining maximum utilization of server technologies.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

UNIX Administrator - Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Unix administrator is responsible for Unix (e.g. Sun F15000 and smaller) or Linux environments. This includes responsibility for the operating system software and its successful integration with the hardware and applications software of the major computing systems across the organization.

Short Summary:
The Unix administrator is responsible for Unix (e.g. Sun F15000 and smaller) or Linux environments. This includes responsibility for the operating system software and its successful integration with the hardware and applications software of the major computing systems across the organization.

Duties, Tasks, and Responsibilities

Designs interfaces to external systems

Develops test plans and procedures

Establishes development, testing, staging, and operating environments

Maintains and consults for relevant operating systems on organizational computer systems, all third-party software components, and subsystems

Maintains and updates documentation on the operating systems configuration

Manages software life cycles

Plans, tests, installs, and integrates new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems

Provides technical support to applications and utility developers on requirements for integration into the operating environment

Researches and resolves systems software problems efficiently and accurately while adhering to internal software management standards and procedures

Tests and integrates software and hardware

Troubleshoots problems that may involve applications and the network

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge of Communications and Information Security policies and practices

Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Programming — Writing computer programs for various purposes

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Systems Environment — Demonstrated ability to effectively function in a multi-system and/or multi-application environment

Systems — Knowledge of multiple specialties such as operating systems, email or database platforms, storage technologies, or hardware support, including knowledge of operating systems (e.g., NT, Windows 2000, Unix, XP).

Technologies — Knowledge of existing server technologies including principles and methods used in obtaining maximum utilization of server technologies.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

UNIX Administrator - Full Performance

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
 Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Unix administrator is responsible for Unix (e.g. Sun F15000 and smaller) or Linux environments. This includes responsibility for the operating system software and its successful integration with the hardware and applications software of the major computing systems across the organization.

Short Summary:
The Unix administrator is responsible for Unix (e.g. Sun F15000 and smaller) or Linux environments. This includes responsibility for the operating system software and its successful integration with the hardware and applications software of the major computing systems across the organization.

Duties, Tasks, and Responsibilities

Designs interfaces to external systems

Develops test plans and procedures

Establishes development, testing, staging, and operating environments

Maintains and consults for relevant operating systems on organizational computer systems, all third-party software components, and subsystems

Maintains and updates documentation on the operating systems configuration

Manages software life cycles

Plans, tests, installs, and integrates new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems

Provides technical support to applications and utility developers on requirements for integration into the operating environment

Researches and resolves systems software problems efficiently and accurately while adhering to internal software management standards and procedures

Tests and integrates software and hardware

Troubleshoots problems that may involve applications and the network

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge of Communications and Information Security policies and practices

Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Programming — Writing computer programs for various purposes

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Systems Environment — Demonstrated ability to effectively function in a multi-system and/or multi-application environment

Systems — Knowledge of multiple specialties such as operating systems, email or database platforms, storage technologies, or hardware support, including knowledge of operating systems (e.g., NT, Windows 2000, Unix, XP).

Technologies — Knowledge of existing server technologies including principles and methods used in obtaining maximum utilization of server technologies.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

UNIX Administrator - Manager

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.

The Unix administrator is responsible for Unix (e.g. Sun F15000 and smaller) or Linux environments. This includes responsibility for the operating system software and its successful integration with the hardware and applications software of the major computing systems across the organization.

Short Summary:
The Unix administrator is responsible for Unix (e.g. Sun F15000 and smaller) or Linux environments. This includes responsibility for the operating system software and its successful integration with the hardware and applications software of the major computing systems across the organization.

Duties, Tasks, and Responsibilities

Designs interfaces to external systems

Develops test plans and procedures

Establishes development, testing, staging, and operating environments

Maintains and consults for relevant operating systems on organizational computer systems, all third-party software components, and subsystems

Maintains and updates documentation on the operating systems configuration

Manages software life cycles

Plans, tests, installs, and integrates new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems

Provides technical support to applications and utility developers on requirements for integration into the operating environment

Researches and resolves systems software problems efficiently and accurately while adhering to internal software management standards and procedures

Tests and integrates software and hardware

Troubleshoots problems that may involve applications and the network

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

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Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

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Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge of Communications and Information Security policies and practices

Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

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Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Programming — Writing computer programs for various purposes

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Systems Environment — Demonstrated ability to effectively function in a multi-system and/or multi-application environment

Systems — Knowledge of multiple specialties such as operating systems, email or database platforms, storage technologies, or hardware support, including knowledge of operating systems (e.g., NT, Windows 2000, Unix, XP).

Technologies — Knowledge of existing server technologies including principles and methods used in obtaining maximum utilization of server technologies.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

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Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

UNIX Administrator - Senior

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab.

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Short Summary:
The Unix administrator is responsible for Unix (e.g. Sun F15000 and smaller) or Linux environments. This includes responsibility for the operating system software and its successful integration with the hardware and applications software of the major computing systems across the organization.

Duties, Tasks, and Responsibilities

Designs interfaces to external systems

Develops test plans and procedures

Establishes development, testing, staging, and operating environments

Maintains and consults for relevant operating systems on organizational computer systems, all third-party software components, and subsystems

Maintains and updates documentation on the operating systems configuration

Manages software life cycles

Plans, tests, installs, and integrates new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems

Provides technical support to applications and utility developers on requirements for integration into the operating environment

Researches and resolves systems software problems efficiently and accurately while adhering to internal software management standards and procedures

Tests and integrates software and hardware

Troubleshoots problems that may involve applications and the network

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge of Communications and Information Security policies and practices

Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Programming — Writing computer programs for various purposes

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Systems Environment — Demonstrated ability to effectively function in a multi-system and/or multi-application environment

Systems — Knowledge of multiple specialties such as operating systems, email or database platforms, storage technologies, or hardware support, including knowledge of operating systems (e.g., NT, Windows 2000, Unix, XP).

Technologies — Knowledge of existing server technologies including principles and methods used in obtaining maximum utilization of server technologies.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

UNIX Administrator - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 5/31/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The Unix administrator is responsible for Unix (e.g. Sun F15000 and smaller) or Linux environments. This includes responsibility for the operating system software and its successful integration with the hardware and applications software of the major computing systems across the organization.

Short Summary:
The Unix administrator is responsible for Unix (e.g. Sun F15000 and smaller) or Linux environments. This includes responsibility for the operating system software and its successful integration with the hardware and applications software of the major computing systems across the organization.

Duties, Tasks, and Responsibilities

Designs interfaces to external systems

Develops test plans and procedures

Establishes development, testing, staging, and operating environments

Maintains and consults for relevant operating systems on organizational computer systems, all third-party software components, and subsystems

Maintains and updates documentation on the operating systems configuration

Manages software life cycles

Plans, tests, installs, and integrates new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems

Provides technical support to applications and utility developers on requirements for integration into the operating environment

Researches and resolves systems software problems efficiently and accurately while adhering to internal software management standards and procedures

Tests and integrates software and hardware

Troubleshoots problems that may involve applications and the network

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge of Communications and Information Security policies and practices

Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Programming — Writing computer programs for various purposes

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Systems Environment — Demonstrated ability to effectively function in a multi-system and/or multi-application environment

Systems — Knowledge of multiple specialties such as operating systems, email or database platforms, storage technologies, or hardware support, including knowledge of operating systems (e.g., NT, Windows 2000, Unix, XP).

Technologies — Knowledge of existing server technologies including principles and methods used in obtaining maximum utilization of server technologies.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Administrator - Developmental

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Manage web environment design, deployment, development and maintenance activities.
Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborate with development teams to discuss, analyze, or resolve usability issues. Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Short Summary:
Manage web environment design, deployment, development and maintenance activities.
Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborate with development teams to discuss, analyze, or resolve usability issues. Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Duties, Tasks, and Responsibilities

Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers.

Back up or modify applications and related data to provide for disaster recovery.

Check and analyze operating system or application log files regularly to verify proper system performance.

Collaborate with development teams to discuss, analyze, or resolve usability issues.

Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns.

Correct testing-identified problems, or recommend actions for their resolution

Determine sources of web page or server problems, and take action to correct such problems.

Develop and implement marketing plans for home pages, including print advertising or advertisement rotation

Develop or document style guidelines for web site content.

Develop or implement procedures for ongoing web site revision.

Develop testing routines and procedures

Develop web site performance metrics

Document application and web site changes or change procedures.

Document installation or configuration procedures to allow maintenance and repetition.

Evaluate or recommend server hardware or software.

Evaluate testing routines or procedures for adequacy, sufficiency, and effectiveness

Gather, analyze, or document user feedback to locate or resolve sources of problems.

Identify or address interoperability requirements.

Identify or document backup or recovery plans

Identify, standardize, and communicate levels of access and security.

Implement updates, upgrades, and patches in a timely manner to limit loss of service.

Implement web site security measures, such as firewalls or message encryption.

Inform web site users of problems, problem resolutions or application changes and updates.

Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel.

Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups.

Perform user testing or usage analysis to determine web sites' effectiveness or usability.

Provide training or technical assistance in web site implementation or use.

Recommend web site improvements, and develop budgets to support recommendations

Review or update web page content or links in a timely manner, using appropriate tools.

Set up or maintain monitoring tools on web servers or web sites.

Test backup or recovery plans regularly and resolve any problems

Test issues such as system integration, performance, and system security on a regular schedule or after any major program modifications

Test new software packages for use in web operations or other applications

Track, compile, and analyze web site usage data

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communicating effectively as appropriate for the needs of the audience.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Operations Analysis — Analyzing needs and product requirements to create a design.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

The ability to communicate information and ideas so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Application server software — IBM WebSphere; JBoss Application Server; Microsoft Virtual Server; VMWare ESX Server

Development environment software — Borland Delphi software; Extensible stylesheet language XSL; Microsoft Visual Studio; Tool command language Tcl

Graphics or photo imaging software — Adobe Systems Adobe FreeHand; Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop software; Corel CorelDraw Graphics Suite

Web page creation and editing software — Adobe Systems Adobe Dreamweaver; Adobe Systems Adobe Flash Player; Adobe Systems Adobe Macromedia HomeSite; Microsoft FrontPage

Web platform development software — Adobe Systems Adobe Shockwave Player; Apache Tomcat; Enterprise JavaBeans; JavaScript

Tools

Computer servers — Web servers

Desktop computers

Notebook computers — Laptop computers

Personal computers

Scanners — Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Administrator - Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Manage web environment design, deployment, development and maintenance activities.
Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborate with development teams to discuss, analyze, or resolve usability issues. Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Short Summary:

Manage web environment design, deployment, development and maintenance activities.
Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborate with development teams to discuss, analyze, or resolve usability issues. Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Duties, Tasks, and Responsibilities

Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers.

Back up or modify applications and related data to provide for disaster recovery.

Check and analyze operating system or application log files regularly to verify proper system performance.

Collaborate with development teams to discuss, analyze, or resolve usability issues.

Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns.

Correct testing-identified problems, or recommend actions for their resolution

Determine sources of web page or server problems, and take action to correct such problems.

Develop and implement marketing plans for home pages, including print advertising or advertisement rotation

Develop or document style guidelines for web site content.

Develop or implement procedures for ongoing web site revision.

Develop testing routines and procedures

Develop web site performance metrics

Document application and web site changes or change procedures.

Document installation or configuration procedures to allow maintenance and repetition.

Evaluate or recommend server hardware or software.

Evaluate testing routines or procedures for adequacy, sufficiency, and effectiveness

Gather, analyze, or document user feedback to locate or resolve sources of problems.

Identify or address interoperability requirements.

Identify or document backup or recovery plans

Identify, standardize, and communicate levels of access and security.

Implement updates, upgrades, and patches in a timely manner to limit loss of service.

Implement web site security measures, such as firewalls or message encryption.

Inform web site users of problems, problem resolutions or application changes and updates.

Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel.

Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups.

Perform user testing or usage analysis to determine web sites' effectiveness or usability.

Provide training or technical assistance in web site implementation or use.

Recommend web site improvements, and develop budgets to support recommendations

Review or update web page content or links in a timely manner, using appropriate tools.

Set up or maintain monitoring tools on web servers or web sites.

Test backup or recovery plans regularly and resolve any problems

Test issues such as system integration, performance, and system security on a regular schedule or after any major program modifications

Test new software packages for use in web operations or other applications

Track, compile, and analyze web site usage data

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communicating effectively as appropriate for the needs of the audience.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Operations Analysis — Analyzing needs and product requirements to create a design.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

The ability to communicate information and ideas so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Application server software — IBM WebSphere; JBoss Application Server; Microsoft Virtual Server; VMWare ESX Server

Development environment software — Borland Delphi software; Extensible stylesheet language XSL; Microsoft Visual Studio; Tool command language Tcl

Graphics or photo imaging software — Adobe Systems Adobe FreeHand; Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop software; Corel CorelDraw Graphics Suite

Web page creation and editing software — Adobe Systems Adobe Dreamweaver; Adobe Systems Adobe Flash Player; Adobe Systems Adobe Macromedia HomeSite; Microsoft FrontPage

Web platform development software — Adobe Systems Adobe Shockwave Player; Apache Tomcat; Enterprise JavaBeans; JavaScript

Tools

Computer servers — Web servers

Desktop computers

Notebook computers — Laptop computers

Personal computers

Scanners — Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Administrator - Full Performance

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Manage web environment design, deployment, development and maintenance activities.
Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborate with development teams to discuss, analyze, or resolve usability issues. Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Short Summary:

Manage web environment design, deployment, development and maintenance activities.
Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborate with development teams to discuss, analyze, or resolve usability issues. Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Duties, Tasks, and Responsibilities

Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers.

Back up or modify applications and related data to provide for disaster recovery.

Check and analyze operating system or application log files regularly to verify proper system performance.

Collaborate with development teams to discuss, analyze, or resolve usability issues.

Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns.

Correct testing-identified problems, or recommend actions for their resolution

Determine sources of web page or server problems, and take action to correct such problems.

Develop and implement marketing plans for home pages, including print advertising or advertisement rotation

Develop or document style guidelines for web site content.

Develop or implement procedures for ongoing web site revision.

Develop testing routines and procedures

Develop web site performance metrics

Document application and web site changes or change procedures.

Document installation or configuration procedures to allow maintenance and repetition.

Evaluate or recommend server hardware or software.

Evaluate testing routines or procedures for adequacy, sufficiency, and effectiveness

Gather, analyze, or document user feedback to locate or resolve sources of problems.

Identify or address interoperability requirements.

Identify or document backup or recovery plans

Identify, standardize, and communicate levels of access and security.

Implement updates, upgrades, and patches in a timely manner to limit loss of service.

Implement web site security measures, such as firewalls or message encryption.

Inform web site users of problems, problem resolutions or application changes and updates.

Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel.

Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups.

Perform user testing or usage analysis to determine web sites' effectiveness or usability.

Provide training or technical assistance in web site implementation or use.

Recommend web site improvements, and develop budgets to support recommendations

Review or update web page content or links in a timely manner, using appropriate tools.

Set up or maintain monitoring tools on web servers or web sites.

Test backup or recovery plans regularly and resolve any problems

Test issues such as system integration, performance, and system security on a regular schedule or after any major program modifications

Test new software packages for use in web operations or other applications

Track, compile, and analyze web site usage data

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communicating effectively as appropriate for the needs of the audience.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Operations Analysis — Analyzing needs and product requirements to create a design.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

The ability to communicate information and ideas so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Application server software — IBM WebSphere; JBoss Application Server; Microsoft Virtual Server; VMWare ESX Server

Development environment software — Borland Delphi software; Extensible stylesheet language XSL; Microsoft Visual Studio; Tool command language Tcl

Graphics or photo imaging software — Adobe Systems Adobe FreeHand; Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop software; Corel CorelDraw Graphics Suite

Web page creation and editing software — Adobe Systems Adobe Dreamweaver; Adobe Systems Adobe Flash Player; Adobe Systems Adobe Macromedia HomeSite; Microsoft FrontPage

Web platform development software — Adobe Systems Adobe Shockwave Player; Apache Tomcat; Enterprise JavaBeans; JavaScript

Tools

Computer servers — Web servers

Desktop computers

Notebook computers — Laptop computers

Personal computers

Scanners — Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Administrator - Manager

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Manage web environment design, deployment, development and maintenance activities.
Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborate with development teams to discuss, analyze, or resolve usability issues. Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Short Summary:

Manage web environment design, deployment, development and maintenance activities.
Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborate with development teams to discuss, analyze, or resolve usability issues. Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Duties, Tasks, and Responsibilities

Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers.

Back up or modify applications and related data to provide for disaster recovery.

Check and analyze operating system or application log files regularly to verify proper system performance.

Collaborate with development teams to discuss, analyze, or resolve usability issues.

Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns.

Correct testing-identified problems, or recommend actions for their resolution

Determine sources of web page or server problems, and take action to correct such problems.

Develop and implement marketing plans for home pages, including print advertising or advertisement rotation

Develop or document style guidelines for web site content.

Develop or implement procedures for ongoing web site revision.

Develop testing routines and procedures

Develop web site performance metrics

Document application and web site changes or change procedures.

Document installation or configuration procedures to allow maintenance and repetition.

Evaluate or recommend server hardware or software.

Evaluate testing routines or procedures for adequacy, sufficiency, and effectiveness

Gather, analyze, or document user feedback to locate or resolve sources of problems.

Identify or address interoperability requirements.

Identify or document backup or recovery plans

Identify, standardize, and communicate levels of access and security.

Implement updates, upgrades, and patches in a timely manner to limit loss of service.

Implement web site security measures, such as firewalls or message encryption.

Inform web site users of problems, problem resolutions or application changes and updates.

Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel.

Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups.

Perform user testing or usage analysis to determine web sites' effectiveness or usability.

Provide training or technical assistance in web site implementation or use.

Recommend web site improvements, and develop budgets to support recommendations

Review or update web page content or links in a timely manner, using appropriate tools.

Set up or maintain monitoring tools on web servers or web sites.

Test backup or recovery plans regularly and resolve any problems

Test issues such as system integration, performance, and system security on a regular schedule or after any major program modifications

Test new software packages for use in web operations or other applications

Track, compile, and analyze web site usage data

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communicating effectively as appropriate for the needs of the audience.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Operations Analysis — Analyzing needs and product requirements to create a design.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

The ability to communicate information and ideas so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Application server software — IBM WebSphere; JBoss Application Server; Microsoft Virtual Server; VMWare ESX Server

Development environment software — Borland Delphi software; Extensible stylesheet language XSL; Microsoft Visual Studio; Tool command language Tcl

Graphics or photo imaging software — Adobe Systems Adobe FreeHand; Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop software; Corel CorelDraw Graphics Suite

Web page creation and editing software — Adobe Systems Adobe Dreamweaver; Adobe Systems Adobe Flash Player; Adobe Systems Adobe Macromedia HomeSite; Microsoft FrontPage

Web platform development software — Adobe Systems Adobe Shockwave Player; Apache Tomcat; Enterprise JavaBeans; JavaScript

Tools

Computer servers — Web servers

Desktop computers

Notebook computers — Laptop computers

Personal computers

Scanners — Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Administrator - Senior

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Manage web environment design, deployment, development and maintenance activities.
Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborate with development teams to discuss, analyze, or resolve usability issues. Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Short Summary:

Manage web environment design, deployment, development and maintenance activities.
Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborate with development teams to discuss, analyze, or resolve usability issues. Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Duties, Tasks, and Responsibilities

Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers.

Back up or modify applications and related data to provide for disaster recovery.

Check and analyze operating system or application log files regularly to verify proper system performance.

Collaborate with development teams to discuss, analyze, or resolve usability issues.

Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns.

Correct testing-identified problems, or recommend actions for their resolution

Determine sources of web page or server problems, and take action to correct such problems.

Develop and implement marketing plans for home pages, including print advertising or advertisement rotation

Develop or document style guidelines for web site content.

Develop or implement procedures for ongoing web site revision.

Develop testing routines and procedures

Develop web site performance metrics

Document application and web site changes or change procedures.

Document installation or configuration procedures to allow maintenance and repetition.

Evaluate or recommend server hardware or software.

Evaluate testing routines or procedures for adequacy, sufficiency, and effectiveness

Gather, analyze, or document user feedback to locate or resolve sources of problems.

Identify or address interoperability requirements.

Identify or document backup or recovery plans

Identify, standardize, and communicate levels of access and security.

Implement updates, upgrades, and patches in a timely manner to limit loss of service.

Implement web site security measures, such as firewalls or message encryption.

Inform web site users of problems, problem resolutions or application changes and updates.

Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel.

Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups.

Perform user testing or usage analysis to determine web sites' effectiveness or usability.

Provide training or technical assistance in web site implementation or use.

Recommend web site improvements, and develop budgets to support recommendations

Review or update web page content or links in a timely manner, using appropriate tools.

Set up or maintain monitoring tools on web servers or web sites.

Test backup or recovery plans regularly and resolve any problems

Test issues such as system integration, performance, and system security on a regular schedule or after any major program modifications

Test new software packages for use in web operations or other applications

Track, compile, and analyze web site usage data

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communicating effectively as appropriate for the needs of the audience.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Operations Analysis — Analyzing needs and product requirements to create a design.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

The ability to communicate information and ideas so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.

• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Application server software — IBM WebSphere; JBoss Application Server; Microsoft Virtual Server; VMWare ESX Server

Development environment software — Borland Delphi software; Extensible stylesheet language XSL; Microsoft Visual Studio; Tool command language Tcl

Graphics or photo imaging software — Adobe Systems Adobe FreeHand; Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop software; Corel CorelDraw Graphics Suite

Web page creation and editing software — Adobe Systems Adobe Dreamweaver; Adobe Systems Adobe Flash Player; Adobe Systems Adobe Macromedia HomeSite; Microsoft FrontPage

Web platform development software — Adobe Systems Adobe Shockwave Player; Apache Tomcat; Enterprise JavaBeans; JavaScript

Tools

Computer servers — Web servers

Desktop computers

Notebook computers — Laptop computers

Personal computers

Scanners — Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Administrator - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Manage web environment design, deployment, development and maintenance activities.
Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborate with development teams to discuss, analyze, or resolve usability issues. Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Short Summary:

Manage web environment design, deployment, development and maintenance activities.
Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborate with development teams to discuss, analyze, or resolve usability issues. Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Duties, Tasks, and Responsibilities

Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers.

Back up or modify applications and related data to provide for disaster recovery.

Check and analyze operating system or application log files regularly to verify proper system performance.

Collaborate with development teams to discuss, analyze, or resolve usability issues.

Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns.

Correct testing-identified problems, or recommend actions for their resolution

Determine sources of web page or server problems, and take action to correct such problems.

Develop and implement marketing plans for home pages, including print advertising or advertisement rotation

Develop or document style guidelines for web site content.

Develop or implement procedures for ongoing web site revision.

Develop testing routines and procedures

Develop web site performance metrics

Document application and web site changes or change procedures.

Document installation or configuration procedures to allow maintenance and repetition.

Evaluate or recommend server hardware or software.

Evaluate testing routines or procedures for adequacy, sufficiency, and effectiveness

Gather, analyze, or document user feedback to locate or resolve sources of problems.

Identify or address interoperability requirements.

Identify or document backup or recovery plans

Identify, standardize, and communicate levels of access and security.

Implement updates, upgrades, and patches in a timely manner to limit loss of service.

Implement web site security measures, such as firewalls or message encryption.

Inform web site users of problems, problem resolutions or application changes and updates.

Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel.

Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups.

Perform user testing or usage analysis to determine web sites' effectiveness or usability.

Provide training or technical assistance in web site implementation or use.

Recommend web site improvements, and develop budgets to support recommendations

Review or update web page content or links in a timely manner, using appropriate tools.

Set up or maintain monitoring tools on web servers or web sites.

Test backup or recovery plans regularly and resolve any problems

Test issues such as system integration, performance, and system security on a regular schedule or after any major program modifications

Test new software packages for use in web operations or other applications

Track, compile, and analyze web site usage data

Knowledge, Skills, and Abilities

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Communicating effectively as appropriate for the needs of the audience.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Critical Thinking — using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Operations Analysis — Analyzing needs and product requirements to create a design.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

The ability to communicate information and ideas so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Application server software — IBM WebSphere; JBoss Application Server; Microsoft Virtual Server; VMWare ESX Server

Development environment software — Borland Delphi software; Extensible stylesheet language XSL; Microsoft Visual Studio; Tool command language Tcl

Graphics or photo imaging software — Adobe Systems Adobe FreeHand; Adobe Systems Adobe Illustrator; Adobe Systems Adobe Photoshop software; Corel CorelDraw Graphics Suite

Web page creation and editing software — Adobe Systems Adobe Dreamweaver; Adobe Systems Adobe Flash Player; Adobe Systems Adobe Macromedia HomeSite; Microsoft FrontPage

Web platform development software — Adobe Systems Adobe Shockwave Player; Apache Tomcat; Enterprise JavaBeans; JavaScript

Tools

Computer servers — Web servers

Desktop computers

Notebook computers — Laptop computers

Personal computers

Scanners — Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Content Administrator - Developmental

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.

Short Summary:

Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.

Duties, Tasks, and Responsibilities

Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers

Back up or modify applications and related data to provide for disaster recovery

Check and analyze operating systems or application log files regularly to verify proper system performance

Collaborate with development teams to discuss, analyze, or resolve usability issues

Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns

Correct testing-identified problems, or recommend actions for their resolution

Determine sources of web page or server problems, and take action to correct such problems

Develop and implement marketing plans for home pages, including print advertising or advertisement rotation

Develop or document style guidelines for web site content

Develop or implement procedures for ongoing web site revision

Develop testing routines and procedures

Develop web site performance metrics

Document application and web site change procedures

Document installation or configuration procedures to allow maintenance and repetition

Evaluate or recommend server hardware or software

Evaluate testing routines or procedures for adequacy, sufficiency, and effectiveness

Gather, analyze, or document user feedback to locate or resolve sources of problems

Identify or document backup or recovery plans

Identify, standardize, and communicate levels of access and security

Implement updates, upgrades, and patches in a timely manner to limit loss of service

Implement web security measures, such as firewalls or message encryption

Inform web site users of problems, problem resolution or application changes and updates

Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly

Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel

Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups

Perform user testing or usage analyses to determine web sites' effectiveness or usability

Recommend web site improvements, and develop budgets to support recommendations

Review or update web page content or links in a timely manner, using appropriate tools

Set up or maintain monitoring tools on web servers or web sites

Test backup or recovery plans regularly and resolve any problems

Test issues such as system integration, performance, and system, security on a regular schedule or after any major program modifications

Test new software packages for use in web operations or other applications

Track, compile, and analyze web site usage data

Knowledge, Skills, and Abilities

Analyzing needs and product requirements to create a design.

Communicating effectively as appropriate for the needs of the audience

Determining causes of errors and deciding what to do

Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Knowledge of business management principles involved in strategic planning, resource allocation, human resource modeling, leadership techniques, production methods, and coordination of people and resources.

Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Knowledge of design techniques tools and principles involved in production of precision technical plans, blueprints, drawings and models.

Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Knowledge of principles and processes for providing customer and personal services.

Understanding the implications of new information for both current and future problem solving and decision making.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Application server software; Development environmental software; Graphics or photo imaging software; web page creation and editing software; web platform development software.

Tools

Computer Servers – Web Servers

Desktop Computers

Notebook Computers – Laptop Computers

Scanners – Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Content Administrator - Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.

Short Summary:
Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.

Duties, Tasks, and Responsibilities

Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers

Back up or modify applications and related data to provide for disaster recovery

Check and analyze operating systems or application log files regularly to verify proper system performance

Collaborate with development teams to discuss, analyze, or resolve usability issues

Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns

Correct testing-identified problems, or recommend actions for their resolution

Determine sources of web page or server problems, and take action to correct such problems

Develop and implement marketing plans for home pages, including print advertising or advertisement rotation

Develop or document style guidelines for web site content

Develop or implement procedures for ongoing web site revision

Develop testing routines and procedures

Develop web site performance metrics

Document application and web site change procedures

Document installation or configuration procedures to allow maintenance and repetition

Evaluate or recommend server hardware or software

Evaluate testing routines or procedures for adequacy, sufficiency, and effectiveness

Gather, analyze, or document user feedback to locate or resolve sources of problems

Identify or document backup or recovery plans

Identify, standardize, and communicate levels of access and security

Implement updates, upgrades, and patches in a timely manner to limit loss of service

Implement web security measures, such as firewalls or message encryption

Inform web site users of problems, problem resolution or application changes and updates

Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly

Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel

Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups

Perform user testing or usage analyses to determine web sites' effectiveness or usability

Recommend web site improvements, and develop budgets to support recommendations

Review or update web page content or links in a timely manner, using appropriate tools

Set up or maintain monitoring tools on web servers or web sites

Test backup or recovery plans regularly and resolve any problems

Test issues such as system integration, performance, and system, security on a regular schedule or after any major program modifications

Test new software packages for use in web operations or other applications

Track, compile, and analyze web site usage data

Knowledge, Skills, and Abilities

Analyzing needs and product requirements to create a design.

Communicating effectively as appropriate for the needs of the audience

Determining causes of errors and deciding what to do

Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Knowledge of business management principles involved in strategic planning, resource allocation, human resource modeling, leadership techniques, production methods, and coordination of people and resources.

Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Knowledge of design techniques tools and principles involved in production of precision technical plans, blueprints, drawings and models.

Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Knowledge of principles and processes for providing customer and personal services.

Understanding the implications of new information for both current and future problem solving and decision making.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Application server software; Development environmental software; Graphics or photo imaging software; web page creation and editing software; web platform development software.

Tools

Computer Servers – Web Servers

Desktop Computers

Notebook Computers – Laptop Computers

Scanners – Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive

periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Content Administrator - Full Performance

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.

Short Summary:
Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.

Duties, Tasks, and Responsibilities

Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers

Back up or modify applications and related data to provide for disaster recovery

Check and analyze operating systems or application log files regularly to verify proper system performance

Collaborate with development teams to discuss, analyze, or resolve usability issues

Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns

Correct testing-identified problems, or recommend actions for their resolution

Determine sources of web page or server problems, and take action to correct such problems

Develop and implement marketing plans for home pages, including print advertising or advertisement rotation

Develop or document style guidelines for web site content

Develop or implement procedures for ongoing web site revision

Develop testing routines and procedures

Develop web site performance metrics

Document application and web site change procedures

Document installation or configuration procedures to allow maintenance and repetition

Evaluate or recommend server hardware or software

Evaluate testing routines or procedures for adequacy, sufficiency, and effectiveness

Gather, analyze, or document user feedback to locate or resolve sources of problems

Identify or document backup or recovery plans

Identify, standardize, and communicate levels of access and security

Implement updates, upgrades, and patches in a timely manner to limit loss of service

Implement web security measures, such as firewalls or message encryption

Inform web site users of problems, problem resolution or application changes and updates

Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly

Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel

Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups

Perform user testing or usage analyses to determine web sites' effectiveness or usability

Recommend web site improvements, and develop budgets to support recommendations

Review or update web page content or links in a timely manner, using appropriate tools

Set up or maintain monitoring tools on web servers or web sites

Test backup or recovery plans regularly and resolve any problems

Test issues such as system integration, performance, and system, security on a regular schedule or after any major program modifications

Test new software packages for use in web operations or other applications

Track, compile, and analyze web site usage data

Knowledge, Skills, and Abilities

Analyzing needs and product requirements to create a design.

Communicating effectively as appropriate for the needs of the audience

Determining causes of errors and deciding what to do

Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Knowledge of business management principles involved in strategic planning, resource allocation, human resource modeling, leadership techniques, production methods, and coordination of people and resources.

Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Knowledge of design techniques tools and principles involved in production of precision technical plans, blueprints, drawings and models.

Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Knowledge of principles and processes for providing customer and personal services.

Understanding the implications of new information for both current and future problem solving and decision making.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Application server software; Development environmental software; Graphics or photo imaging software; web page creation and editing software; web platform development software.

Tools

Computer Servers – Web Servers

Desktop Computers

Notebook Computers – Laptop Computers

Scanners – Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Content Administrator - Manager

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.

Short Summary:
Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.

Duties, Tasks, and Responsibilities

Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers

Back up or modify applications and related data to provide for disaster recovery

Check and analyze operating systems or application log files regularly to verify proper system performance

Collaborate with development teams to discuss, analyze, or resolve usability issues

Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns

Correct testing-identified problems, or recommend actions for their resolution

Determine sources of web page or server problems, and take action to correct such problems

Develop and implement marketing plans for home pages, including print advertising or advertisement rotation

Develop or document style guidelines for web site content

Develop or implement procedures for ongoing web site revision

Develop testing routines and procedures

Develop web site performance metrics

Document application and web site change procedures

Document installation or configuration procedures to allow maintenance and repetition

Evaluate or recommend server hardware or software

Evaluate testing routines or procedures for adequacy, sufficiency, and effectiveness

Gather, analyze, or document user feedback to locate or resolve sources of problems

Identify or document backup or recovery plans

Identify, standardize, and communicate levels of access and security

Implement updates, upgrades, and patches in a timely manner to limit loss of service

Implement web security measures, such as firewalls or message encryption

Inform web site users of problems, problem resolution or application changes and updates

Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly

Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel

Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups

Perform user testing or usage analyses to determine web sites' effectiveness or usability

Recommend web site improvements, and develop budgets to support recommendations

Review or update web page content or links in a timely manner, using appropriate tools

Set up or maintain monitoring tools on web servers or web sites

Test backup or recovery plans regularly and resolve any problems

Test issues such as system integration, performance, and system, security on a regular schedule or after any major program modifications

Test new software packages for use in web operations or other applications

Track, compile, and analyze web site usage data

Knowledge, Skills, and Abilities

Analyzing needs and product requirements to create a design.

Communicating effectively as appropriate for the needs of the audience

Determining causes of errors and deciding what to do

Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Knowledge of business management principles involved in strategic planning, resource allocation, human resource modeling, leadership techniques, production methods, and coordination of people and resources.

Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Knowledge of design techniques tools and principles involved in production of precision technical plans, blueprints, drawings and models.

Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Knowledge of principles and processes for providing customer and personal services.

Understanding the implications of new information for both current and future problem solving and decision making.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Application server software; Development environmental software; Graphics or photo imaging software; web page creation and editing software; web platform development software.

Tools

Computer Servers – Web Servers

Desktop Computers

Notebook Computers – Laptop Computers

Scanners – Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Content Administrator - Senior

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.

Short Summary:
Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.

Duties, Tasks, and Responsibilities

Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers

Back up or modify applications and related data to provide for disaster recovery

Check and analyze operating systems or application log files regularly to verify proper system performance

Collaborate with development teams to discuss, analyze, or resolve usability issues

Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns

Correct testing-identified problems, or recommend actions for their resolution

Determine sources of web page or server problems, and take action to correct such problems

Develop and implement marketing plans for home pages, including print advertising or advertisement rotation

Develop or document style guidelines for web site content

Develop or implement procedures for ongoing web site revision

Develop testing routines and procedures

Develop web site performance metrics

Document application and web site change procedures

Document installation or configuration procedures to allow maintenance and repetition

Evaluate or recommend server hardware or software

Evaluate testing routines or procedures for adequacy, sufficiency, and effectiveness

Gather, analyze, or document user feedback to locate or resolve sources of problems

Identify or document backup or recovery plans

Identify, standardize, and communicate levels of access and security

Implement updates, upgrades, and patches in a timely manner to limit loss of service

Implement web security measures, such as firewalls or message encryption

Inform web site users of problems, problem resolution or application changes and updates

Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly

Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel

Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups

Perform user testing or usage analyses to determine web sites' effectiveness or usability

Recommend web site improvements, and develop budgets to support recommendations

Review or update web page content or links in a timely manner, using appropriate tools

Set up or maintain monitoring tools on web servers or web sites

Test backup or recovery plans regularly and resolve any problems

Test issues such as system integration, performance, and system, security on a regular schedule or after any major program modifications

Test new software packages for use in web operations or other applications

Track, compile, and analyze web site usage data

Knowledge, Skills, and Abilities

Analyzing needs and product requirements to create a design.

Communicating effectively as appropriate for the needs of the audience

Determining causes of errors and deciding what to do

Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Knowledge of business management principles involved in strategic planning, resource allocation, human resource modeling, leadership techniques, production methods, and coordination of people and resources.

Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Knowledge of design techniques tools and principles involved in production of precision technical plans, blueprints, drawings and models.

Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Knowledge of principles and processes for providing customer and personal services.

Understanding the implications of new information for both current and future problem solving and decision making.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Application server software; Development environmental software; Graphics or photo imaging software; web page creation and editing software; web platform development software.

Tools

Computer Servers – Web Servers

Desktop Computers

Notebook Computers – Laptop Computers

Scanners – Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work,

interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Content Administrator - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.

Short Summary:
Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.

Duties, Tasks, and Responsibilities

Administer internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers

Back up or modify applications and related data to provide for disaster recovery

Check and analyze operating systems or application log files regularly to verify proper system performance

Collaborate with development teams to discuss, analyze, or resolve usability issues

Collaborate with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns

Correct testing-identified problems, or recommend actions for their resolution

Determine sources of web page or server problems, and take action to correct such problems

Develop and implement marketing plans for home pages, including print advertising or advertisement rotation

Develop or document style guidelines for web site content

Develop or implement procedures for ongoing web site revision

Develop testing routines and procedures

Develop web site performance metrics

Document application and web site change procedures

Document installation or configuration procedures to allow maintenance and repetition

Evaluate or recommend server hardware or software

Evaluate testing routines or procedures for adequacy, sufficiency, and effectiveness

Gather, analyze, or document user feedback to locate or resolve sources of problems

Identify or document backup or recovery plans

Identify, standardize, and communicate levels of access and security

Implement updates, upgrades, and patches in a timely manner to limit loss of service

Implement web security measures, such as firewalls or message encryption

Inform web site users of problems, problem resolution or application changes and updates

Install or configure web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly

Monitor systems for intrusions or denial of service attacks, and report security breaches to appropriate personnel

Monitor web developments through continuing education, reading, or participation in professional conferences, workshops, or groups

Perform user testing or usage analyses to determine web sites' effectiveness or usability

Recommend web site improvements, and develop budgets to support recommendations

Review or update web page content or links in a timely manner, using appropriate tools

Set up or maintain monitoring tools on web servers or web sites

Test backup or recovery plans regularly and resolve any problems

Test issues such as system integration, performance, and system, security on a regular schedule or after any major program modifications

Test new software packages for use in web operations or other applications

Track, compile, and analyze web site usage data

Knowledge, Skills, and Abilities

Analyzing needs and product requirements to create a design.

Communicating effectively as appropriate for the needs of the audience

Determining causes of errors and deciding what to do

Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Knowledge of business management principles involved in strategic planning, resource allocation, human resource modeling, leadership techniques, production methods, and coordination of people and resources.

Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Knowledge of design techniques tools and principles involved in production of precision technical plans, blueprints, drawings and models.

Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Knowledge of principles and processes for providing customer and personal services.

Understanding the implications of new information for both current and future problem solving and decision making.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Application server software; Development environmental software; Graphics or photo imaging software; web page creation and editing software; web platform development software.

Tools

Computer Servers – Web Servers

Desktop Computers

Notebook Computers – Laptop Computers

Scanners – Computer data input scanners

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work,

interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Developer - Developmental

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 10/6/2012

Standard Occupational Code:
 [15-1134] Web Developers

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Web developers are responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.

Short Summary:

Web developers are responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.

Duties, Tasks, and Responsibilities

Analyze user needs to determine technical requirements.

Back up files from web sites to local directories for instant recovery in case of problems.

Collaborate with management or users to develop e-commerce strategies and to integrate these strategies with web sites.

Communicate with network personnel or web site hosting agencies to address hardware or software issues affecting web sites.

Confer with management or development teams to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.

Create searchable indices for web page content.

Create web models or prototypes that include physical, interface, logical, or data models.

Design and implement web site security measures such as firewalls or message encryption.

Design, build, or maintain web sites, using authoring or scripting languages, content creation tools, management tools, and digital media.

Develop and document style guidelines for web site content.

Develop databases that support web applications and web sites.

Develop or implement procedures for ongoing web site revision.

Develop or validate test routines and schedules to ensure that test cases mimic external interfaces and address all browser and device types.

Develop system interaction or sequence diagrams.

Develop web site maps, application models, image templates, or page templates that meet project goals, user needs, or industry standards.

Document technical factors such as server load, bandwidth, database performance, and browser and device types.

Document test plans, testing procedures, or test results.

Establish appropriate server directory trees.

Evaluate code to ensure that it is valid, is properly structured, meets industry standards and is compatible with browsers, devices, or operating systems.

Evaluate or recommend server hardware or software.

Identify or maintain links to and from other web sites and check links to ensure proper functioning.

Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.

Incorporate technical considerations into web site design plans, such as budgets, equipment, performance requirements, or legal issues including accessibility and privacy.

Install and configure hypertext transfer protocol (HTTP) servers and associated operating systems.

Maintain understanding of current web technologies or programming practices through continuing education, reading, or participation in professional conferences, workshops, or groups.

Monitor security system performance logs to identify problems and notify security specialists when problems occur.

Perform or direct web site updates.

Perform web site tests according to planned schedules, or after any web site or product revisions.

Provide clear, detailed descriptions of web site specifications such as product features, activities, software, communication protocols, programming languages, and operating systems software and hardware.

Recommend and implement performance improvements.

Register web sites with search engines to increase web site traffic.

Renew domain name registrations.

Research, document, rate, or select alternatives for web architecture or technologies.

Respond to user email inquiries, or set up automated systems to send responses.

Select programming languages, design tools, or applications.

Write supporting code for web applications or web sites.

Write, design, or edit web page content, or direct others producing content.

Knowledge, Skills, and Abilities

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Programming — Writing computer programs for various purposes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Troubleshooting — determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Application Architecture and related technologies: N-Tier/Services Oriented Architecture, Web Services, WebLogic (Application Server), Oracle (RDBMS), PlumTree (Portal); WebLogic Web Server (Web Server); Internet Explorer & Netscape (Browser), Apache Struts (Development Framework); JBuilder Enterprise Edition (IDE); Concurrent Versions System-CVS (Version Management), Embarcadero Describe and System Architect (Architecture Modeling).

Programming and related technologies: Java, C, C++, Perl, Visual Basic, Oracle, MS Office, Lotus Notes/Domino, Java-based development tools (JBuilder), Excalibur RetrievalWare, Internet/Website and Content Management Technologies (i.e., Macromedia Dreamweaver, Fireworks, Flash, Adobe Illustrator and Photoshop, HTML, XML), Web Protocols and Technologies (XML, SOAP, HTML, HTTP, TCP/IP, etc.), Data Architecture and Database System Design, Database management software; Distributed database management software Business Process Management (i.e., Lombardi Works), Software and Systems Engineering, Information Security Operating System/Platform to include: Unix (Solaris), Windows, Linux, Thin Client (i.e., Citrix); Program testing software - defect tracking software; fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner.

Tools

Computer servers — Application servers; Web servers

Desktop computers

High capacity removable media drives — Universal serial bus USB flash drives

Notebook computers — Laptop computers

Personal computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Developer - Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Web developers are responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.

Short Summary:
Web developers are responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.

Duties, Tasks, and Responsibilities

Analyze user needs to determine technical requirements.

Back up files from web sites to local directories for instant recovery in case of problems.

Collaborate with management or users to develop e-commerce strategies and to integrate these strategies with web sites.

Communicate with network personnel or web site hosting agencies to address hardware or software issues affecting web sites.

Confer with management or development teams to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.

Create searchable indices for web page content.

Create web models or prototypes that include physical, interface, logical, or data models.

Design and implement web site security measures such as firewalls or message encryption.

Design, build, or maintain web sites, using authoring or scripting languages, content creation tools, management tools, and digital media.

Develop and document style guidelines for web site content.

Develop databases that support web applications and web sites.

Develop or implement procedures for ongoing web site revision.

Develop or validate test routines and schedules to ensure that test cases mimic external interfaces and address all browser and device types.

Develop system interaction or sequence diagrams.

Develop web site maps, application models, image templates, or page templates that meet project goals, user needs, or industry standards.

Document technical factors such as server load, bandwidth, database performance, and browser and device types.

Document test plans, testing procedures, or test results.

Establish appropriate server directory trees.

Evaluate code to ensure that it is valid, is properly structured, meets industry standards and is compatible with browsers, devices, or operating systems.

Evaluate or recommend server hardware or software.

Identify or maintain links to and from other web sites and check links to ensure proper functioning.

Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.

Incorporate technical considerations into web site design plans, such as budgets, equipment, performance requirements, or legal issues including accessibility and privacy.

Install and configure hypertext transfer protocol (HTTP) servers and associated operating systems.

Maintain understanding of current web technologies or programming practices through continuing education, reading, or participation in professional conferences, workshops, or groups.

Monitor security system performance logs to identify problems and notify security specialists when problems occur.

Perform or direct web site updates.

Perform web site tests according to planned schedules, or after any web site or product revisions.

Provide clear, detailed descriptions of web site specifications such as product features, activities, software, communication protocols, programming languages, and operating systems software and hardware.

Recommend and implement performance improvements.

Register web sites with search engines to increase web site traffic.

Renew domain name registrations.

Research, document, rate, or select alternatives for web architecture or technologies.

Respond to user email inquiries, or set up automated systems to send responses.

Select programming languages, design tools, or applications.

Write supporting code for web applications or web sites.

Write, design, or edit web page content, or direct others producing content.

Knowledge, Skills, and Abilities

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Programming — Writing computer programs for various purposes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Troubleshooting — determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Application Architecture and related technologies: N-Tier/Services Oriented Architecture, Web Services, WebLogic (Application Server), Oracle (RDBMS), PlumTree (Portal); WebLogic Web Server (Web Server); Internet Explorer & Netscape (Browser), Apache Struts (Development Framework); JBuilder Enterprise Edition (IDE); Concurrent Versions System-CVS (Version Management), Embarcadero Describe and System Architect (Architecture Modeling).

Programming and related technologies: Java, C, C++, Perl, Visual Basic, Oracle, MS Office, Lotus Notes/Domino, Java-based development tools (JBuilder), Excalibur RetrievalWare, Internet/Website and Content Management Technologies (i.e., Macromedia Dreamweaver, Fireworks, Flash, Adobe Illustrator and Photoshop, HTML, XML), Web Protocols and Technologies (XML, SOAP, HTML, HTTP, TCP/IP, etc.), Data Architecture and Database System Design, Database management software; Distributed database management software Business Process Management (i.e., Lombardi Works), Software and Systems Engineering, Information Security Operating System/Platform to include: Unix (Solaris), Windows, Linux, Thin Client (i.e., Citrix); Program testing software - defect tracking software; fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner.

Tools

Computer servers — Application servers; Web servers

Desktop computers

High capacity removable media drives — Universal serial bus USB flash drives

Notebook computers — Laptop computers

Personal computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Developer - Full Performance

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Web developers are responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.

Short Summary:
Web developers are responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.

Duties, Tasks, and Responsibilities

Analyze user needs to determine technical requirements.

Back up files from web sites to local directories for instant recovery in case of problems.

Collaborate with management or users to develop e-commerce strategies and to integrate these strategies with web sites.

Communicate with network personnel or web site hosting agencies to address hardware or software issues affecting web sites.

Confer with management or development teams to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.

Create searchable indices for web page content.

Create web models or prototypes that include physical, interface, logical, or data models.

Design and implement web site security measures such as firewalls or message encryption.

Design, build, or maintain web sites, using authoring or scripting languages, content creation tools, management tools, and digital media.

Develop and document style guidelines for web site content.

Develop databases that support web applications and web sites.

Develop or implement procedures for ongoing web site revision.

Develop or validate test routines and schedules to ensure that test cases mimic external interfaces and address all browser and device types.

Develop system interaction or sequence diagrams.

Develop web site maps, application models, image templates, or page templates that meet project goals, user needs, or industry standards.

Document technical factors such as server load, bandwidth, database performance, and browser and device types.

Document test plans, testing procedures, or test results.

Establish appropriate server directory trees.

Evaluate code to ensure that it is valid, is properly structured, meets industry standards and is compatible with browsers, devices, or operating systems.

Evaluate or recommend server hardware or software.

Identify or maintain links to and from other web sites and check links to ensure proper functioning.

Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.

Incorporate technical considerations into web site design plans, such as budgets, equipment, performance requirements, or legal issues including accessibility and privacy.

Install and configure hypertext transfer protocol (HTTP) servers and associated operating systems.

Maintain understanding of current web technologies or programming practices through continuing education, reading, or participation in professional conferences, workshops, or groups.

Monitor security system performance logs to identify problems and notify security specialists when problems occur.

Perform or direct web site updates.

Perform web site tests according to planned schedules, or after any web site or product revisions.

Provide clear, detailed descriptions of web site specifications such as product features, activities, software, communication protocols, programming languages, and operating systems software and hardware.

Recommend and implement performance improvements.

Register web sites with search engines to increase web site traffic.

Renew domain name registrations.

Research, document, rate, or select alternatives for web architecture or technologies.

Respond to user email inquiries, or set up automated systems to send responses.

Select programming languages, design tools, or applications.

Write supporting code for web applications or web sites.

Write, design, or edit web page content, or direct others producing content.

Knowledge, Skills, and Abilities

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

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Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Programming — Writing computer programs for various purposes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Troubleshooting — determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Application Architecture and related technologies: N-Tier/Services Oriented Architecture, Web Services, WebLogic (Application Server), Oracle (RDBMS), PlumTree (Portal); WebLogic Web Server (Web Server); Internet Explorer & Netscape (Browser), Apache Struts (Development Framework); JBuilder Enterprise Edition (IDE); Concurrent Versions System-CVS (Version Management), Embarcadero Describe and System Architect (Architecture Modeling).

Programming and related technologies: Java, C, C++, Perl, Visual Basic, Oracle, MS Office, Lotus Notes/Domino, Java-based development tools (JBuilder), Excalibur RetrievalWare, Internet/Website and Content Management Technologies (i.e., Macromedia Dreamweaver, Fireworks, Flash, Adobe Illustrator and Photoshop, HTML, XML), Web Protocols and Technologies (XML, SOAP, HTML, HTTP, TCP/IP, etc.), Data Architecture and Database System Design, Database management software; Distributed database management software Business Process Management (i.e., Lombardi Works), Software and Systems Engineering, Information Security Operating System/Platform to include: Unix (Solaris), Windows, Linux, Thin Client (i.e., Citrix); Program testing software - defect tracking software; fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner.

Tools

    Computer servers — Application servers; Web servers

    Desktop computers

    High capacity removable media drives — Universal serial bus USB flash drives

    Notebook computers — Laptop computers

    Personal computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Developer - Manager

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Web developers are responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.

Short Summary:
Web developers are responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.

Duties, Tasks, and Responsibilities

Analyze user needs to determine technical requirements.

Back up files from web sites to local directories for instant recovery in case of problems.

Collaborate with management or users to develop e-commerce strategies and to integrate these strategies with web sites.

Communicate with network personnel or web site hosting agencies to address hardware or software issues affecting web sites.

Confer with management or development teams to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.

Create searchable indices for web page content.

Create web models or prototypes that include physical, interface, logical, or data models.

Design and implement web site security measures such as firewalls or message encryption.

Design, build, or maintain web sites, using authoring or scripting languages, content creation tools, management tools, and digital media.

Develop and document style guidelines for web site content.

Develop databases that support web applications and web sites.

Develop or implement procedures for ongoing web site revision.

Develop or validate test routines and schedules to ensure that test cases mimic external interfaces and address all browser and device types.

Develop system interaction or sequence diagrams.

Develop web site maps, application models, image templates, or page templates that meet project goals, user needs, or industry standards.

Document technical factors such as server load, bandwidth, database performance, and browser and device types.

Document test plans, testing procedures, or test results.

Establish appropriate server directory trees.

Evaluate code to ensure that it is valid, is properly structured, meets industry standards and is compatible with browsers, devices, or operating systems.

Evaluate or recommend server hardware or software.

Identify or maintain links to and from other web sites and check links to ensure proper functioning.

Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.

Incorporate technical considerations into web site design plans, such as budgets, equipment, performance requirements, or legal issues including accessibility and privacy.

Install and configure hypertext transfer protocol (HTTP) servers and associated operating systems.

Maintain understanding of current web technologies or programming practices through continuing education, reading, or participation in professional conferences, workshops, or groups.

Monitor security system performance logs to identify problems and notify security specialists when problems occur.

Perform or direct web site updates.

Perform web site tests according to planned schedules, or after any web site or product revisions.

Provide clear, detailed descriptions of web site specifications such as product features, activities, software, communication protocols, programming languages, and operating systems software and hardware.

Recommend and implement performance improvements.

Register web sites with search engines to increase web site traffic.

Renew domain name registrations.

Research, document, rate, or select alternatives for web architecture or technologies.

Respond to user email inquiries, or set up automated systems to send responses.

Select programming languages, design tools, or applications.

Write supporting code for web applications or web sites.

Write, design, or edit web page content, or direct others producing content.

Knowledge, Skills, and Abilities

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Programming — Writing computer programs for various purposes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Troubleshooting — determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.

• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.

• Relevant certifications will be considered equivalent to three (3) months of specialized experience.

• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.

• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).

• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).

• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Management:

• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.

• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

Application Architecture and related technologies: N-Tier/Services Oriented Architecture, Web Services, WebLogic (Application Server), Oracle (RDBMS), PlumTree (Portal); WebLogic Web Server (Web Server); Internet Explorer & Netscape (Browser), Apache Struts (Development Framework); JBuilder Enterprise Edition (IDE); Concurrent Versions System-CVS (Version Management), Embarcadero Describe and System Architect (Architecture Modeling).

Programming and related technologies: Java, C, C++, Perl, Visual Basic, Oracle, MS Office, Lotus Notes/Domino, Java-based development tools (JBuilder), Excalibur RetrievalWare, Internet/Website and Content Management Technologies (i.e., Macromedia Dreamweaver, Fireworks, Flash, Adobe Illustrator and Photoshop, HTML, XML), Web Protocols and Technologies (XML, SOAP, HTML, HTTP, TCP/IP, etc.), Data Architecture and Database System Design, Database management software; Distributed database management software Business Process Management (i.e., Lombardi Works), Software and Systems Engineering, Information Security Operating System/Platform to include: Unix (Solaris), Windows, Linux, Thin Client (i.e., Citrix); Program testing software - defect tracking software; fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner.

Tools

Computer servers — Application servers; Web servers

Desktop computers

High capacity removable media drives — Universal serial bus USB flash drives

Notebook computers — Laptop computers

Personal computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Developer - Senior

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Web developers are responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.

Short Summary:
Web developers are responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.

Duties, Tasks, and Responsibilities

Analyze user needs to determine technical requirements.

Back up files from web sites to local directories for instant recovery in case of problems.

Collaborate with management or users to develop e-commerce strategies and to integrate these strategies with web sites.

Communicate with network personnel or web site hosting agencies to address hardware or software issues affecting web sites.

Confer with management or development teams to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.

Create searchable indices for web page content.

Create web models or prototypes that include physical, interface, logical, or data models.

Design and implement web site security measures such as firewalls or message encryption.

Design, build, or maintain web sites, using authoring or scripting languages, content creation tools, management tools, and digital media.

Develop and document style guidelines for web site content.

Develop databases that support web applications and web sites.

Develop or implement procedures for ongoing web site revision.

Develop or validate test routines and schedules to ensure that test cases mimic external interfaces and address all browser and device types.

Develop system interaction or sequence diagrams.

Develop web site maps, application models, image templates, or page templates that meet project goals, user needs, or industry standards.

Document technical factors such as server load, bandwidth, database performance, and browser and device types.

Document test plans, testing procedures, or test results.

Establish appropriate server directory trees.

Evaluate code to ensure that it is valid, is properly structured, meets industry standards and is compatible with browsers, devices, or operating systems.

Evaluate or recommend server hardware or software.

Identify or maintain links to and from other web sites and check links to ensure proper functioning.

Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.

Incorporate technical considerations into web site design plans, such as budgets, equipment, performance requirements, or legal issues including accessibility and privacy.

Install and configure hypertext transfer protocol (HTTP) servers and associated operating systems.

Maintain understanding of current web technologies or programming practices through continuing education, reading, or participation in professional conferences, workshops, or groups.

Monitor security system performance logs to identify problems and notify security specialists when problems occur.

Perform or direct web site updates.

Perform web site tests according to planned schedules, or after any web site or product revisions.

Provide clear, detailed descriptions of web site specifications such as product features, activities, software, communication protocols, programming languages, and operating systems software and hardware.

Recommend and implement performance improvements.

Register web sites with search engines to increase web site traffic.

Renew domain name registrations.

Research, document, rate, or select alternatives for web architecture or technologies.

Respond to user email inquiries, or set up automated systems to send responses.

Select programming languages, design tools, or applications.

Write supporting code for web applications or web sites.

Write, design, or edit web page content, or direct others producing content.

Knowledge, Skills, and Abilities

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Programming — Writing computer programs for various purposes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Troubleshooting — determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Application Architecture and related technologies: N-Tier/Services Oriented Architecture, Web Services, WebLogic (Application Server), Oracle (RDBMS), PlumTree (Portal); WebLogic Web Server (Web Server); Internet Explorer & Netscape (Browser), Apache Struts (Development Framework); JBuilder Enterprise Edition (IDE); Concurrent Versions System-CVS (Version Management), Embarcadero Describe and System Architect (Architecture Modeling).

Programming and related technologies: Java, C, C++, Perl, Visual Basic, Oracle, MS Office, Lotus Notes/Domino, Java-based development tools (JBuilder), Excalibur RetrievalWare, Internet/Website and Content Management Technologies (i.e., Macromedia Dreamweaver, Fireworks, Flash, Adobe Illustrator and Photoshop, HTML, XML), Web Protocols and Technologies (XML, SOAP, HTML, HTTP, TCP/IP, etc.), Data Architecture and Database System Design, Database management software; Distributed database management software Business Process Management (i.e., Lombardi Works), Software and Systems Engineering, Information Security Operating System/Platform to include: Unix (Solaris), Windows, Linux, Thin Client (i.e., Citrix); Program testing software - defect tracking software; fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner.

Tools

Computer servers — Application servers; Web servers

Desktop computers

High capacity removable media drives — Universal serial bus USB flash drives

Notebook computers — Laptop computers

Personal computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Web Developer - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Developer

Job Classification: Contractor

Status: Active

Date Effective: 6/5/2012

Standard Occupational Code:

Long Summary:
Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance. Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. Web developers are responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.

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Duties, Tasks, and Responsibilities

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Collaborate with management or users to develop e-commerce strategies and to integrate these strategies with web sites.

Communicate with network personnel or web site hosting agencies to address hardware or software issues affecting web sites.

Confer with management or development teams to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.

Create searchable indices for web page content.

Create web models or prototypes that include physical, interface, logical, or data models.

Design and implement web site security measures such as firewalls or message encryption.

Design, build, or maintain web sites, using authoring or scripting languages, content creation tools, management tools, and digital media.

Develop and document style guidelines for web site content.

Develop databases that support web applications and web sites.

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Develop web site maps, application models, image templates, or page templates that meet project goals, user needs, or industry standards.

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Document test plans, testing procedures, or test results.

Establish appropriate server directory trees.

Evaluate code to ensure that it is valid, is properly structured, meets industry standards and is compatible with browsers, devices, or operating systems.

Evaluate or recommend server hardware or software.

Identify or maintain links to and from other web sites and check links to ensure proper functioning.

Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.

Incorporate technical considerations into web site design plans, such as budgets, equipment, performance requirements, or legal issues including accessibility and privacy.

Install and configure hypertext transfer protocol (HTTP) servers and associated operating systems.

Maintain understanding of current web technologies or programming practices through continuing education, reading, or participation in professional conferences, workshops, or groups.

Monitor security system performance logs to identify problems and notify security specialists when problems occur.

Perform or direct web site updates.

Perform web site tests according to planned schedules, or after any web site or product revisions.

Provide clear, detailed descriptions of web site specifications such as product features, activities, software, communication protocols, programming languages, and operating systems software and hardware.

Recommend and implement performance improvements.

Register web sites with search engines to increase web site traffic.

Renew domain name registrations.

Research, document, rate, or select alternatives for web architecture or technologies.

Respond to user email inquiries, or set up automated systems to send responses.

Select programming languages, design tools, or applications.

Write supporting code for web applications or web sites.

Write, design, or edit web page content, or direct others producing content.

Knowledge, Skills, and Abilities

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Operations Analysis — Analyzing needs and product requirements to create a design.

Programming — Writing computer programs for various purposes.

Technology Design — Generating or adapting equipment and technology to serve user needs.

Troubleshooting — determining causes of operating errors and deciding what to do about it.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

Application Architecture and related technologies: N-Tier/Services Oriented Architecture, Web Services, WebLogic (Application Server), Oracle (RDBMS), PlumTree (Portal); WebLogic Web Server (Web Server); Internet Explorer & Netscape (Browser), Apache Struts (Development Framework); JBuilder Enterprise Edition (IDE); Concurrent Versions System-CVS (Version Management), Embarcadero Describe and System Architect (Architecture Modeling).

Programming and related technologies: Java, C, C++, Perl, Visual Basic, Oracle, MS Office, Lotus Notes/Domino, Java-based development tools (JBuilder), Excalibur RetrievalWare, Internet/Website and Content Management Technologies (i.e., Macromedia Dreamweaver, Fireworks, Flash, Adobe Illustrator and Photoshop, HTML, XML), Web Protocols and Technologies (XML, SOAP, HTML, HTTP, TCP/IP, etc.), Data Architecture and Database System Design, Database management software; Distributed database management software Business Process Management (i.e., Lombardi Works), Software and Systems Engineering, Information Security Operating System/Platform to include: Unix (Solaris), Windows, Linux, Thin Client (i.e., Citrix); Program testing software - defect tracking software; fault testing software; IBM Rational ClearQuest; Mercury Interactive LoadRunner.

Tools

Computer servers — Application servers; Web servers

Desktop computers

High capacity removable media drives — Universal serial bus USB flash drives

Notebook computers — Laptop computers

Personal computers

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Windows Systems Administrator - Developmental

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
 Although, the following summary covers what is required from individuals in this position, not all Duties, Tasks, and Responsibilities, will apply at each level of performance.   Which duties and responsibilities apply to the respective level will be determined by each vendor and the government using the experience level chart found in the Minimum Experience tab. The windows system administrator is responsible for Windows servers and the operating systems software and its successful integration with the hardware and applications software of the major computing systems across the organization. Responsible for installation and maintenance of the Windows-based CWE operating configurations on all organization Windows servers and desktops and also serve as technical referent on engineering review boards considering all additions to or changes to the operating environment. Install and maintain the Windows-based CWE operating configurations on all organization NT servers and desktops. Troubleshoot problems that may involve applications and the network. Provide technical support to applications and utility developers on requirements for integration into the operating environment. Provide guidance and technical assistance as needed. Maintain and update documentation on the operating systems' configuration. Manage software life cycles. Serve as technical referent on engineering review boards considering all additions to or changes to the operating environment. Participate in review boards for all changes or additions to the standard CWE configuration within the organization. Participate in various design reviews.

Short Summary:

The windows system administrator is responsible for Windows servers and the operating systems software and its successful integration with the hardware and applications software of the major computing systems across the organization. Responsible for installation and maintenance of the Windows-based CWE operating configurations on all organization Windows servers and desktops and also serve as technical referent on engineering review boards considering all additions to or changes to the operating environment. Install and maintain the Windows-based CWE operating configurations on all organization NT servers and desktops. Troubleshoot problems that may involve applications and the network. Provide technical support to applications and utility developers on requirements for integration into the operating environment. Provide guidance and technical assistance as needed. Maintain and update documentation on the operating systems' configuration. Manage software life cycles. Serve as technical referent on engineering review boards considering all additions to or changes to the operating environment. Participate in review boards for all changes or additions to the standard CWE configuration within the organization. Participate in various design reviews.

Duties, Tasks, and Responsibilities

A attend TEMs to discuss and agree upon MOAs –ensure MOA is within scope of server team's work.

Assess server loads and work with tech lead on developing tuning recommendations

Assist in server maintenance and special projects, during extended work hours.

Build servers: Provide technical configuration, setup, installation services, hardware and coordination for application projects

Communicate outage/degradation of server to management.

Coordinate server installation

Create and/or update the Asset Management record—responsible for integrity of asset management record.

Create request for service support (SRS) from internal/external service providers.

Ensure build report (procedure) is feasible, clear, and concise

Establish server baseline.

Implement baseline changes under tech lead oversight

Maintain server rooms

Monitor/support tape backup

Perform operating system software updates/upgrades

Perform server checklist

Perform technical evaluations, analysis, and troubleshooting for all "supported" servers in response to Help Desk Tickets—which includes but not limited the following activities: Server failures, full system outage.

Provide operational pager duty support.

Provide remote access to servers

Request hardware replacements

Respond to assigned change requests that are submitted by "internal" and "external" customers.

Restore file and data information.

Submit Build Reports for routine deliveries

Support customer in the development of a dedicated server build report as well as an internal build report.

Transition servers.

Understand and implement established technical and workflow procedures.

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge of the 's Communications and Information Security policies and practices.

Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Programming — Writing computer programs for various purposes

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Systems Environment — Demonstrated ability to effectively function in a multi-system and/or multi-application environment

Systems — Knowledge of multiple specialties such as operating systems, email or database platforms, storage technologies, or hardware support, including knowledge of operating systems (e.g., NT, Windows 2000, UNIX, XP).

Technologies — Knowledge of existing server technologies including principles and methods used in obtaining maximum utilization of server technologies.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Writing — Communicating effectively in writing as appropriate for the needs of the audience

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
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• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Developmental:
• Someone that is new to the career field or occupation, such as a recent college graduate with either course related experience and/or full or part-time work experience totally less than three (3) years of experience specific to the skill.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Windows Systems Administrator - Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Duties, Tasks, and Responsibilities

A attend TEMs to discuss and agree upon MOAs –ensure MOA is within scope of server team's work.

Assess server loads and work with tech lead on developing tuning recommendations

Assist in server maintenance and special projects, during extended work hours.

Build servers: Provide technical configuration, setup, installation services, hardware and coordination for application projects

Communicate outage/degradation of server to management.

Coordinate server installation

Create and/or update the Asset Management record—responsible for integrity of asset management record.

Create request for service support (SRS) from internal/external service providers.

Ensure build report (procedure) is feasible, clear, and concise

Establish server baseline.

Implement baseline changes under tech lead oversight

Maintain server rooms

Monitor/support tape backup

Perform operating system software updates/upgrades

Perform server checklist

Perform technical evaluations, analysis, and troubleshooting for all "supported" servers in response to Help Desk Tickets—which includes but not limited the following activities: Server failures, full system outage.

Provide operational pager duty support.

Provide remote access to servers

Request hardware replacements

Respond to assigned change requests that are submitted by "internal" and "external" customers.

Restore file and data information.

Submit Build Reports for routine deliveries

Support customer in the development of a dedicated server build report as well as an internal build report.

Transition servers.

Understand and implement established technical and workflow procedures.

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies

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Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge of the 's Communications and Information Security policies and practices.

Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

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Programming — Writing computer programs for various purposes

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Speaking — Talking to others to convey information effectively.

Systems Environment — Demonstrated ability to effectively function in a multi-system and/or multi-application environment

Systems — Knowledge of multiple specialties such as operating systems, email or database platforms, storage technologies, or hardware support, including knowledge of operating systems (e.g., NT, Windows 2000, UNIX, XP).

Technologies — Knowledge of existing server technologies including principles and methods used in obtaining maximum utilization of server technologies.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Writing — Communicating effectively in writing as appropriate for the needs of the audience

Written Comprehension — The ability to read and understand information and ideas presented in writing.

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• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
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Minimum Experience

Expert:
• Typically someone that is a recognized expert or certified practitioner with a particular computer language, system or technology that can not only deliver capabilities, but can mentor and train others.
• Generally requires eleven (11) years of experience specific to the skill and relevant training or certifications.
• Expertise, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

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Desktop computers

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Work Environment

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Windows Systems Administrator - Full Performance

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Full Performance:
• Someone that is fully capable of delivering capabilities related to a particular skill, language, system, or technology.
• Requires a minimum of three (3) years of experience specific to the skill.
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Supervision Received and Given

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Windows Systems Administrator - Manager

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Management:
• Possesses a combination of leadership and management expertise within an occupation and/or extensive technical skills or experience specific to the skill be managed.
• Normally at least sixteen (16) years of experience specific to the occupation/skill being managed is required.

Technology

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Duties, Tasks, and Responsibilities

A attend TEMs to discuss and agree upon MOAs –ensure MOA is within scope of server team's work.

Assess server loads and work with tech lead on developing tuning recommendations

Assist in server maintenance and special projects, during extended work hours.

Build servers: Provide technical configuration, setup, installation services, hardware and coordination for application projects

Communicate outage/degradation of server to management.

Coordinate server installation

Create and/or update the Asset Management record—responsible for integrity of asset management record.

Create request for service support (SRS) from internal/external service providers.

Ensure build report (procedure) is feasible, clear, and concise

Establish server baseline.

Implement baseline changes under tech lead oversight

Maintain server rooms

Monitor/support tape backup

Perform operating system software updates/upgrades

Perform server checklist

Perform technical evaluations, analysis, and troubleshooting for all "supported" servers in response to Help Desk Tickets—which includes but not limited the following activities: Server failures, full system outage.

Provide operational pager duty support.

Provide remote access to servers

Request hardware replacements

Respond to assigned change requests that are submitted by "internal" and "external" customers.

Restore file and data information.

Submit Build Reports for routine deliveries

Support customer in the development of a dedicated server build report as well as an internal build report.

Transition servers.

Understand and implement established technical and workflow procedures.

Knowledge, Skills, and Abilities

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Documentation —Ability to draft requirements documents, correspondence and procedures in accordance with policies

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge of the 's Communications and Information Security policies and practices.

Knowledge of the CIO's policies and procedures relating to the design, upgrading, and operating and maintaining networks.

Knowledge of theory and practice underlying satellite and LAN/WAN network operations.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Network Analysis — Ability to utilize complex network analysis tools to resolve complex network performance problems.

Oral Expression — Ability to communicate information and ideas in speaking so others will understand.

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Presentation — Ability to write technical proposals for presentation to approval boards.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem

Procedures and Processes — Ability to provide explanations of complex technical procedures and processes clearly and accurately to both technical and non-technical audiences.

Programming — Writing computer programs for various purposes

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Systems Environment — Demonstrated ability to effectively function in a multi-system and/or multi-application environment

Systems — Knowledge of multiple specialties such as operating systems, email or database platforms, storage technologies, or hardware support, including knowledge of operating systems (e.g., NT, Windows 2000, UNIX, XP).

Technologies — Knowledge of existing server technologies including principles and methods used in obtaining maximum utilization of server technologies.

Technology — Ability to assess the technical characteristics of new operating capabilities proposed for inclusion in the network to determine potential impact on network performance.

Writing — Communicating effectively in writing as appropriate for the needs of the audience

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Minimum Education

General equivalency guidelines for education, certifications, and experience are provided below; however, these guidelines do not immediately qualify someone at a particular level. Skill levels for an individual are based upon a combination of education, training, and experience, e.g. someone may have 20 years of professional experience; however they may only be qualified as Full Performance based upon the expertise needed to perform the work within that category.
• General professional years of experience may be substituted for specialized years of experience at a ratio of three (3) years of general experience within an occupation for one (1) year of specialized experience.
• Relevant certifications will be considered equivalent to three (3) months of specialized experience.
• An Associate's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to eighteen (18) months specialized experience.
• A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to three (3) years specialized experience (total equivalency is not cumulative when combined with an Associate's degree).
• A Master's degree in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of five (5) years when combined with a Bachelor's).
• A Doctorate in Computer Science, Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill will be considered equivalent to two (2) years specialized experience (up to a total of seven (7) years when combined with a Master's and a Bachelor's).

Minimum Experience

Senior:
• A senior level practitioner.
• Someone that has extensive experience or training related to a particular skill, language, system, or technology and is capable of not only delivering a capability tied to that skill, but passing their knowledge on to others.
• Requires a minimum of six (6) years of experience specific to the skill.
• Ability, training and actual work experience with the specific computer language, systems, and/or technology is significantly more important than the number of years of experience. This is especially true with emerging technologies.

Technology

Backup or archival software — Acronis Recovery Expert; Backup and archival software; Systems and data disaster recovery software; VERITAS NetBackup

Data base management system software — Database management software; Microsoft SQL Server; Quest Central; Sybase Replication Server

Development environment software — C; Microsoft Visual Basic; Prolog; Restructured extended executor REXX

Metadata management software — AllFusion ERwin Data Modeler; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT

Object or component oriented development software — Microsoft Visual C# .NET; Practical extraction and reporting language Perl; Sun Microsystems Java; Sybase PowerBuilder

Tools

Desktop computers

Hard disk arrays — Redundant array of independent disks RAID systems

Hard disk drives — Hard disks

Notebook computers

Tape arrays — Tape libraries

Work Environment

Work is primarily performed in an office environment. Typically employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

Windows Systems Administrator - Subject Matter Expert

Skill Community: Enterprise IT

Labor Group: Administration

Job Classification: Contractor

Status: Active

Date Effective: 6/4/2012

Standard Occupational Code:

Long Summary:
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Minimum Experience

Subject Matter Expert (SME):
• Individual is acknowledged as a SME within the occupation and/or specific skill.
• Generally someone that is certified with the specific language, system, or technology required.
• Normally requires at least sixteen (16) years of experience specific to the skill or occupation.
However, for specific computer languages, systems or technologies, expertise with the subject matter or technology outweighs the number of years of experience. This is especially true with emerging technologies.
• SMEs shall be capable of mentoring or training other team members and sharing their expertise within and across contracts, organizational boundaries and with Customers.

Technology

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Supervision Received and Given

Supervision for individuals for this position will comply with each company's policy. The overall evaluation of contractor performance will be completed by the government at the contract level.

ATP Security Prescreen Questionnaire
Personnel Security Office

When completed this form may be submitted electronically to Adrian Irby at adriantirby@gmail.com or faxed to (301) 317-6357. Feel free to call Adrian with any questions you may have at (301) 741-9530.

WAIVER

I understand that relative to my completion of the Avid Technology Professionals (ATP) Security Prescreen Questionnaire for the purpose of obtaining a security clearance or access, my answers and statements on these forms are privileged information between the United States government and myself and need not be disclosed to my employer.

I hereby voluntarily waive this privilege and authorize designated Security personnel to review any portion necessary of the ATP Security Prescreen Questionnaire for prescreening or clearance submittal purposes. I understand that my ATP Security Prescreen Questionnaire will only be used for security clearance purposes.

I agree to hold harmless Avid Technology Professionals, its agents, directors, employees, subsidiaries, affiliates, and representatives harmless from any claims, damages, losses, liabilities, costs and expenses (including attorney and legal fees), or any other charge or complaint filed, arising from the disclosing, retrieving, reporting, and use of the information referred to above.

I certify that the entries made by me on this form (ATP Security Prescreen Questionnaire) are true, complete, and accurate to the best of my knowledge and belief and are made in good faith and voluntarily.

_____

Printed Name

_____

Signature

_____

Date

I hereby decline to complete the ATP Security Prescreen Questionnaire.

_____

Printed Name

_____

Signature

_____

Date

.

Applicant Name: **Social Security Number:**

Emergency Point of Contact Name: **Emergency Point of Contact Number:**

DOB: **POB:**

Phone: *(Work):*   (   )   -   *(Home):*   (   )   -   **E-mail Address:**

Current Employer: **Phone:**   (   )   -

Current Security Officer: **Phone:**   (   )   -

May ATP contact your current security officer at this time?   ☐ YES ☐ NO

What level of security clearance do you hold?   ☐ TS/SCI ☐ TS ☐ S ☐ Other ☐ No clearance held

Who was the issuing agency?

What is the date of your most recent background investigation?

Have you ever undergone a polygraph exam?   ☐ YES   ☐ NO

☐ CI   or   ☐ Lifestyle   Date: Agency:

If necessary, would you be willing to take a polygraph?   ☐ YES   ☐ NO

Have you been debriefed from your security clearance or access or do you have a debrief date scheduled?   ☐ YES   ☐ NO

If yes, when?

Have you ever had a security clearance or access denied, suspended, or revoked?   ☐ YES   ☐ NO

If yes, why?

Is any of your immediate family, to include spouse, children, siblings, parents, and in-laws not US citizens?   ☐ YES   ☐ NO

Who?   Country?

Are you currently living with a non US citizen, to include an Au Pair?   ☐ YES   ☐ NO

Who?   Country?

Do you have a close or continuing relationship with a non US citizen?   ☐ YES   ☐ NO

Who?   Country?

Completed forms can be sent to Adrian Irby at adrian_irby@avidtec.com or faxed to (301) 317-6357.

Do you hold citizenship with any country in addition to the US?	☐ YES	☐ NO

If yes, where?

Do you have any foreign property, business connections, or foreign financial interests?	☐ YES	☐ NO

If yes, explain:

Have you ever had any contact with a representative of a foreign government?	☐ YES	☐ NO

If yes, explain:

Do you have any foreign travel that occurred within the last seven years?	☐ YES	☐ NO

If yes, list the date(s), location(s), and purpose of your visit(s):

Have you ever been arrested, investigated, detained, or charged with a criminal offense?	☐ YES	☐ NO

If yes, explain:

In the last seven years have you been a part of any civil court proceedings?	☐ YES	☐ NO

If yes, explain:

Have you ever had any disciplinary or counseling action related to your use of alcohol?	☐ YES	☐ NO

If yes, explain:

In the last seven years have you had your driver's license suspended, revoked, or received a traffic fine of over $150.00?	☐ YES	☐ NO

If yes, explain:

Since the age of 18, or in the last 10 years, have you ever experimented with, used or sold any illegal drugs even one time?	☐ YES	☐ NO

If yes, explain:

Have you ever experimented with, used or sold any illegal drugs even one time while holding a security clearance or a position of trust to include police officer, court official, etc.? If yes, explain:	☐ YES	☐ NO
In the last seven years have you consulted with a mental health professional about a mental health related condition other than marital, family, or grief counseling? If yes, explain:	☐ YES	☐ NO
Have you ever defaulted on a loan, declared bankruptcy, or had personal property repossessed? If yes, explain:	☐ YES	☐ NO
Do you currently have bills over 90 days delinquent? If yes, explain:	☐ YES	☐ NO
Have you ever had a tax lien or wage garnishment? If yes, explain:	☐ YES	☐ NO
In the past ten years have you been fired from a job or left employment under less than favorable conditions? If yes, explain:	☐ YES	☐ NO
Have you ever deliberately misused an automated information system? If yes, explain:	☐ YES	☐ NO

Please review the document located here: http://www.avidtec.com/security/

From the review of that document, are there any 'concerns' or 'conditions' in your background that could raise a security concern? ☐ YES ☐ NO

If yes, explain (include conditions that could mitigate security concerns):

When completed this form may be submitted electronically to Adrian Irby at adrir@comcast.net or faxed to (301) 317-6357. Feel free to call Adrian with any questions you may have at (301) 741-9530.

Letter of Intent

Vendor Clearance Pipeline Pilot

Date: 10/06/2017

I, _____ **,** authorize Avid Technology Professionals, LLC to

submit my candidate package for the Vendor Clearance Pipeline Pilot (also known as the

Government Uncleared Facilitation to Indoctrinate). If approved after this process - I

intend to use my clearance in a contract position for the sponsoring Agency.

_____

Signature