



## CIO-SP2 i – Labor Categories



**Award Date:** 12/21/2000  
**Expiration Date:** 12/20/2010  
**Contact:** 1-888-773-6542

### **Program Manager (Contract Key Personnel)**

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#### **Duties**

Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. 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 performance and shall not serve in any other capacity under this contract.

#### **Qualifications**

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of fifteen years experience, of which at least ten years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

- a. With a Masters degree (in the fields described in section B above): thirteen years general experience of which at least nine years specialized experience is required.
- b. With a Ph.D. (in the fields described in B above) twelve years general experience of which at least eight years must be specialized experience.

### **Project Manager (Task Order Key)**

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#### **Duties**

Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

#### **Qualifications**

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of twelve years experience, of which at least nine years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or

Sub-contracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

- a. With a Master's Degree (in the fields described in B above): ten years of general experience of which at least seven years specialized experience is required.
- b. With a Ph.D. (in the fields described in B above) eight years of general experience of which at least six years specialized experience is required.
- c. With fifteen years general experience, of which at least twelve years specialized experience, a degree is not required.

### **Quality Assurance Manager**

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Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides daily supervision and direction to support staff.

### **Quality Assurance Analyst**

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

### **Project Control Specialist**

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

### **Program Administration Specialist**

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Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and IPR preparation. Performs analysis, development, and review of program administrative operating procedures.

### **Senior Functional Analyst**

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Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Provides daily supervision and direction to support staff.

## Functional Analyst

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Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

## Principal Systems Architect

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Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Ensures that the common operating environment is TAFIM compliant. Evaluates analytically and systematically problems of workflows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.

## Senior Systems Architect

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Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Ensures that the common operating environment is TAFIM compliant. Evaluates analytically and systematically problems of workflows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.

## Principal Information Engineer

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Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Has experience with such methodologies as IDEF 0 process modeling and IDEF 1X data modeling. Provides technical guidance in software engineering techniques and automated support tools.

## Senior Information Engineer

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Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, 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. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to staff.

## Senior Computer Systems Analyst

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

## Computer Systems Analyst

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Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes 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. Analyzes the problem and the information to be processed. 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.

## Junior Computer Systems Analyst

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Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

## Senior Application Engineer

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Analyzes and studies complex system requirements. 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. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

## Applications Engineer

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Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

## Applications Programmer

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Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

## Junior Application Programmer

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Participates in the design of software tools and subsystems to support reuse and domain analysis. Assists Applications Engineer and Applications Programmer to interpret software requirements and design specifications to code, and integrate and test software components.

## Student Application Programmer

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Assists with the analysis of information requirements. Aids in the evaluation of problems with workflow, organization, and planning and helps develop appropriate corrective action.

## Senior Data Base Management Specialist

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Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on data base management systems (DBMS) concepts. Provides daily supervision and direction to support staff.

## **Data Base Management Specialist**

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Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

## **Data Entry Clerk**

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

## **Operations Manager**

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

## **System Administrator**

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Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

## **System Operator**

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Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation that may be mainframe, mini, or client/server based.

## **Senior Training Specialist**

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Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials (course outline, background material, and training aids). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides daily supervision and direction to staff.

## **Training Specialist**

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Conducts the research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops and seminars.

## Help Desk Manager

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Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems.

## Help Desk Specialist

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Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.

## Hardware Specialist

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

## Senior Hardware Installation Technician

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Organizes and directs hardware installations on site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Mobilizes installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

## Hardware Installation Technician

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Conducts site surveys; assesses and documents current site network configuration and user requirements. Designs and optimize network topologies. Analyzes existing requirements and prepares specifications for hardware acquisitions. Prepares engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures computers, communications devices, and peripheral equipment. Installs network hardware. Trains site personnel in proper use of hardware. Builds specialized interconnecting cables.

## Hardware Draftsman

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

## Senior Network Installation Technician

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Organizes and directs network installations on site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops installation schedules. Mobilizes network installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

## Network Installation Technician

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Conducts site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Follows' engineering plans and site installation Technical Design Packages. Develops installation schedules. Works with network installation team. Assists in the preparation of drawing and documenting configuration changes at each site. Prepares site installation and test reports.

## Network Draftsman

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

## Communications Network Manager

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Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration, provides technical leadership in the integration and test of complex large-scale computer integrated networks. Schedules conversions and cutovers. Oversees network control center. Supervises maintenance of systems. Coordinates with all responsible users and sites. Supervises staff.

## Communications Specialist

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Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.

## Principal Business Process Reengineering Specialist

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Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. 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. Provides daily supervision and direction to Business Process Reengineering Specialist.



## **Sr. Business Process Reengineering Specialist**

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Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. May be under the supervision and direction of a Principal Business Process Reengineering Specialist or may work independently.

## **Cost Analyst**

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Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives. The FEA states investment costs, benefits, and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functional, security, and other integration issues are addressed.

## **Data Standardization Specialist**

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

## **Documentation Specialist**

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Gathers, analyzes, and composes technical information. Conducts research and ensure the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

## **Technical Writer/Editor**

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Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

## **Senior Computer Security Systems Specialist**

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Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment. Provides daily supervision and direction to staff.

## Computer Security Systems Specialist

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Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment.

## Administrative Support and Graphics Specialist

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Directly supports Program Manager or Project Manager by maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic 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.

## Electronic Meeting Technographer

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Supports the meeting facilitator or Data Modeler in preparing and conducting meetings, and in meeting follow-up activities. Manipulates on-line electronic meeting software, such as GroupSystems V, for Business Reengineering or Process Improvement sessions. Responsible for the cataloging, maintenance, and distribution of customer session data files.

## System Programmer

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

## Functional [Subject Matter] Expert

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Analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise so recognized in the professional community that the Government is able to qualify the individual as an expert in the field for an actual TO. Demonstrates exceptional oral and written communication skills.

## IT Hardware Specialist

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Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications.

## Quality Assurance Specialist

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Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual TO. 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.

## Communications Hardware Specialist

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Analyzes network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Adds, deletes, and modifies, as required, host, terminal, and network devices. Assists and coordinates with communications network specialists in the area of communication software. Analyzes and implements communications standards and protocols according to site requirements.

## Communications Software Specialist

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Analyzes network and computer communications software characteristics and recommends software procurement, removals, and modifications. Adds, deletes, and modifies, as required, host, terminal, and network devices in light of discerned software needs/problems. Assists and coordinates with communications network specialists in the area of communications software.

## Information Resource Management Analyst

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

## Procurement Product Specialist

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

## Imaging Specialist

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Provides highly technical and specialized solutions to complex imaging problems. Performs analyses, studies, and reports related to imaging.

## Application Systems Analyst

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

## Software Systems Engineer

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Provides identification/fixing of problems within existing software, design/implementation of new systems and enhancement of existing applications. Participates in analysis, design and new construction of next generation IT applications. Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the development team and COTS products. Experience as a systems engineer and a software developer on one or more OSS (Operational Software Systems) is preferred. Must have solid technical background with a focus on software and systems. General knowledge of telecommunications (ex. - TCP/IP, OIS/CMIP/X25), computer languages (ex. - C++, SQL, V/Basic), operating systems (ex. - Windows, NT, UNIX), database/DBMS (ex. - Oracle, Access, Sybase) and applications (ex. - Tivoli, Peoplesoft, etc.) is required. General knowledge of how customers use IT solutions. Familiarity with SEI/CMM and/or ISO 9001 environments desirable.

## Disaster Recovery Specialist

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

## Telecommunication Engineer

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Provide support in the translation of business requirements into telecommunications requirements, designs and orders. Provide in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provide telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Experience and knowledge in several of the following areas is desirable: telecommunications infrastructure, technology, and telecommunications engineering best practices; TCP/IP, routing protocols, LAN switching, Internet and Intranet systems, and SNMP based network management systems; leading design efforts that require in-depth technical knowledge of both wide area and local area communications; analyzing network performance with tools such as Sniffers, Concord Network Health, or Network Informant; network management tools such as HP Openview or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET; comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis).

Strong written and oral communications skills are required.

## Information Systems Training Specialist

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

## Local Area Network Administrator

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Provide support for implementation, troubleshooting and maintenance of agency WAN. Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including: day-to-day operations, monitoring and problem resolution for all of the client Networks during assigned work hours. Provide second level problem identification, diagnosis and resolution of problems. Provide support for the dispatch of circuit and hardware vendors involved in the resolution process. Provide support for the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in several of the following software systems and architectures: Unix, Windows, DOS, Novell, HP Openview, OSI7 Layer Model, IP Addressing, Systems Network Architecture, Telco Hierarchical Multiplexing. A working knowledge is desirable of several of the following protocols: IP, IPX, TCP, SNMP/MIB/MIB Ethernet, Token Ring, PPP, Frame Relay, ATM & SDLC. A working knowledge is desirable in several of the following hardware devices: Cisco Routers, 3 Com, hubs, switches, SNA, Frame Relay, DSU/CSU, T-1/T-3.

## Web Project Manager

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Provide support in managing the development of agency Web sites. Lead team of Content Administrators, Software Developers and Designers.

Project management skills required and Web development skills preferred. Provide leadership to a team to: gather/analyze client requirements, write/edit web copy, work with internal/external resources on design, coordinate with IT Services on development, and work with Legal/Regulatory on content approvals, coordinate/document all aspects of the project: develop/manage client request/review process, track all requests/changes, and adhere to a project timeline.

## Web Designer

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

## Web Software Developer

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

## Web Content Administrator

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

## Local Area Network Support Technician

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Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and the networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Provide to the agency LAN Administrator with Server maintenance and administration. Requires general knowledge of one of the following: Novell products, CISCO products, Windows NT products, UNIX products, etc.

## Data Security Specialist

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