



Labor Category Descriptions

	Labor Category	Description	Education Level	Number of Years Experience
1	Subject Matter Expert (SME) III	A Subject Matter Expert III must have significant knowledge and experience associated with the specific area of expertise. SME is responsible for working with customers and stakeholders to provide analysis and present system implementation or operational options. May be called upon to provide detailed research in the area of expertise.	PhD	10
2	Subject Matter Expert (SME) II	A Subject Matter Expert II must have significant knowledge and experience associated with the specific area of expertise. SME is responsible for working with customers and stakeholders to provide analysis and present system implementation or operational options. May be called upon to provide detailed research in the area of expertise.	Master's Degree	8
3	Subject Matter Expert (SME) I	A Subject Matter Expert I must have significant knowledge and experience associated with the specific area of expertise. SME is responsible for working with customers and stakeholders to provide analysis and present system implementation or operational options. May be called upon to provide detailed research in the area of expertise.	Bachelor's Degree	5

4	Senior Program Manager	A Senior Program Manager must have experience being responsible for meeting defined requirements within cost and schedule constraints for large projects or multiple simultaneous small projects with shared resources. Must be well versed in the full program life cycle, strategic planning, business process reengineering, cost accounting, structure and management practices. Must be able to identify and communicate program risks and recommend mitigation. Must have organizational and communication skills for directing team members and reporting status to the customer.	Master's Degree	15
5	Program Manager	A Program Manager must have experience being responsible for meeting defined requirements within cost and schedule constraints on a large project or multiple simultaneous small projects with shared resources. Must understand the full program life cycle, tactical planning, cost accounting, structure and management practices. Must be able to identify and communicate program risks and recommend mitigation. Must have organizational and communication skills for directing team members and reporting status to the customer.	Bachelor's Degree	10
6	Project Manager	A Project Manager must have experience managing projects that are components of larger programs. Must understand life cycle and project management methodologies. Must have experience in tracking and reporting cost, schedule and performance progress. Must be able to identify and communicate project risks and project status to Program Manager and other associated Project Managers.	Bachelor's Degree	5
7	Task Lead	A Task Lead must have an understanding of tracking the cost, schedule, and performance parameters of a task that may be a sub-component of a project. Must understand life cycle and project management methodologies. Must understand tracking and reporting cost, schedule and performance progress. Must be able to identify and communicate project risks to Project and Program Managers.	Bachelor's Degree	3

8	System Architect	<p>A System Architect must have a thorough understanding of business processes and extensive experience in coordination with program and project leaders to identify requirements for system architecture. Must be able to identify strategies for addressing requirements. Must have extensive experience with analysis of requirements against fiscal, schedule, and performance issues. Must have extensive experience in taking program requirements and be able to create an architecture vision that will meet the customers' current and projected future needs. Experience in creating and conveying to team members the architectural vision for a program or project. Must be responsible for dictating design choices to software developers, including but not limited to: platforms, coding and technical levels. Experience in establishing and enforcing standards and practices. Must have extensive software development experience and thorough knowledge of a variety of programming languages and logic.</p>	Master's Degree	10
9	Application Developer II	<p>An Application Developer II must have extensive experience and knowledge to design, code, test, debug and document software in a variety of programming languages. Must have worked with customers to understand business processes and develop applications that support those processes. Must have knowledge of the latest programming languages and techniques. Must have extensive experience in creating strategies for developing IT systems and applications. Must have experience in evaluating alternative approaches and selecting optimal approaches.</p>	Master's Degree	10

10	Application Developer I	An Application Developer I must have experience and knowledge to design, code, test, debug and document software in a variety of programming languages. Must have worked with customers to understand business processes and develop applications that support those processes. Must have knowledge of the latest programming languages and techniques. Must have extensive experience in creating strategies for developing IT systems and applications. Must have experience in evaluating alternative approaches and selecting optimal approaches.	Bachelor's Degree	8
11	Technical Lead	A Technical Lead must have experience in management of individual software modules or other system components. Must have experience in coordinating technical requirements provided by managers with team of developers. A Technical Lead must have experience in preparing system document and tracking bugs or other tasks to resolution while adhering to a published schedule.	Bachelor's Degree	10
12	Systems Engineer	A Systems Engineer provides technical support in system architecture, system design, system integration and technical management. Assists in providing technical input to the systems engineering process. Leads teams in developing application and technical plans. Guides customers' business process definition and re-engineering through education and guidance.	Master's Degree	10
13	Database Administrator II	A Database Administrator II must have extensive experience in assessing various alternative products, tools, and approaches for data management. Must be able to clearly define risks and benefits of various approaches for a given need. Must be able to create overarching strategies and architecture for design. Can create, implement and manage expansive database programs. Can create scripts and detailed instructions for installation and modifications to databases maintained at customer sites. Must have experience in reviewing database performance trends, and identifying opportunities for improvement.	Master's Degree	10

14	Database Administrator I	<p>A Database Administrator I must have experience in gathering and compiling data necessary to analyze a multitude of database products. Can evaluate data to quickly identify problems, issues and gaps. Must have the knowledge and skill to recommend solutions that will improve performance of databases. A Database Administrator I must have experience in defining and building effective and efficient databases using a variety of different software products. Must have experience in managing the routine operations and maintenance of databases and ensuring their reliable and efficient performance. Must have knowledge of various database products and structures and can convey information to technicians for data input.</p>	Bachelor's Degree	5
15	Configuration Manager, Senior	<p>A Senior Configuration Manager must have experience in and be able to develop, document, and implement detailed plans for ensuring configuration control for IT programs, projects, and tasks. When issues arise, must be able to identify and implement solutions. Must be able to maintain thorough records and documentation to ensure accurate product builds, part ordering and product and/or software updates. Must have experience in management configuration programs to ensure that all proposed and actual changes to program technology and documentation are properly staffed, approved, and tracked. Must facilitate the change Notification process used for updating product. Must ensure notification of performing organizations or project teams of change activity.</p>	Bachelor's Degree	10

16	Network Administrator	A Network Administrator has experience in managing, monitoring and configuring the routine operations and maintenance of computer systems in a variety of different networks including high volume/high availability systems. Must have experience responding and resolving problems quickly. Must have the skills to implement agency policy regarding computer access and implement firewalls. Must be able to work with multiple teams of administrators involving multiple diverse networks at both the enterprise and local level. Must have the knowledge to create plans to ensure effective management, operations, and maintenance of systems and/or networks. Must be cognizant of all agency policies regarding computer access, firewall, and network protection technologies, and be able to create the plans to implement such policies.	Bachelor's Degree	5
17	System Administrator II	A System Administrator II must have the thorough knowledge to create plans to ensure effective management, operations, and maintenance of systems and/or networks. Must be able to manage teams of system admins and be able to prioritize work, identify high risk critical problems, and dedicate appropriate resources. Must have extensive knowledge of a wide variety of systems and networks including high volume/high availability systems.	Bachelor's Degree	5
18	System Administrator I	A System Administrator I must have experience in conducting routine system administration tasks and logging data in system admin logs. Systems administrators are responsible for maintaining system efficiency. Must have experience in maintaining troubleshooting of a wide variety of systems and networks including high volume/high availability systems. Must have knowledge on a number of debugging protocols and processes. Must be able to troubleshoot problems and issues identified by customers, and implement corrective actions quickly.	Bachelor's Degree	

19	Systems Analyst III	A Systems Analyst III must have knowledge in how to plan, analyze and evaluate the effectiveness of operating programs. Must be able to use source data to evaluate the effectiveness of programs and business processes. Must be able to use qualitative and quantitative analytical skills to assess the effectiveness of the operations. Must be able to effectively manipulate data to present program status and make recommendations on improving business processes.	Bachelor's Degree	10
20	Systems Analyst II	A Systems Analyst II must have knowledge in how to plan, analyze and evaluate the effectiveness of operating programs. Must be able to use source data to evaluate the effectiveness of programs and business processes. Must be able to use qualitative and quantitative analytical skills to assess the effectiveness of the operations.	Bachelor's Degree	5
21	Systems Analyst I	A Systems Analyst I must have experience in creating, applying and maintaining tools to track program, project, or task performance data, including cost, schedule, and performance data. Must have experience in the creation of routine and ad hoc reports. Must be able to provide oral and written discussion of analytical findings using narrative and graphic forms.	Bachelor's Degree	
22	Program Control Specialist	A Program Control Specialist must have experience in applying Earned Value Management techniques in the review of financial data to identify planned versus actual status. Must have experience in identifying risk areas and create narrative, graphic, and oral status reports.	Bachelor's Degree	5

23	Test Engineer III	<p>A Test Engineer III must oversee all test events and be able to manage multiple test events defining and staffing these test events with appropriate resources. Must be able to coordinate with developers and functional end users to create test plans and test scripts. Must be able to coordinate with test sites and other team participants to plan test events. Approves test reports. Monitors and updates bug reports as needed including bug report closure. Must have experience with configuring necessary hardware and operating environments as needed to complete assigned testing. Must have technical expertise on specific products, operating systems and specialized environments. Must have experience in writing or assisting in the development of test plans and test procedures. Must manage the defect database under the guidance of Program Managers.</p>	Bachelor's Degree	10
24	Test Engineer II	<p>A Test Engineer II must have experience working with developers, end users and organizations to create test plans and test scripts. Must be able to coordinate with test sites and other team participants to plan test events. Must have experience in creating reports. Must be able to track problems and report on errors that are identified. Must have experience with configuring necessary hardware and operating environments as needed to complete assigned testing. Must have comprehensive technical expertise on IT products, operating systems, software, hardware, systems and networks and specialized environments. Must have experience in writing or assisting in the development of test plans and test procedures. Must be able to manage the defect database under the Program Managers.</p>	Bachelor's Degree	5
25	Test Engineer I	<p>A Test Engineer I must have experience in the coordination and execution of test events in accordance with approved test plans, procedures and scripts. Must have knowledge and skills to ensure that test environments are set up accurately. Must be able to create test reports. The test engineer must be able to test IT hardware, software, systems and networks.</p>	Bachelor's Degree	

26	Technical Writer II	A Technical Writer II must have experience in editing narrative and graphic products to identify and correct typographical and grammatical errors and to identify logical inconsistencies that will require author attention. Must have experience in gathering required data and inputs to create written narrative and graphic documents of a technical and business nature, ensuring proper use of grammar, format, style, and logic while using a variety of word processing, spreadsheet, graphics, and scheduling tools. Must be able to edit deliverable technical documentation associated with custom software applications.	Bachelor's Degree	5
27	Technical Writer I	A Technical Writer I must have experience in clearly and concisely explaining technical data and information in language easily understood by non-technical customers. Must be able to use a variety of word processing, spreadsheet, graphics and scheduling tools. Must have experience in gathering technical information and synthesizing it into a written narrative.	AA or 2 year technical school	
28	Quality Assurance Engineer	A Quality Assurance Engineer must have experience in creating and implementing a detailed plan to ensure overall quality of all IT products, services and systems. Must have experience in resolving all project or program release problems and take corrective action, escalating as needed, to resolve and achieve results. Must also have experience in ensuring the viability, functionality and effectiveness of essential tools.	Bachelor's Degree	5
29	Computer Programmer III	A Computer Programmer III must have extensive experience and knowledge to design, code, test, debug and document software in a variety of programming languages. Must have the knowledge of the latest programming languages and techniques. Must have extensive experience in creating strategies for developing IT systems and applications. Must have experience in evaluating alternative approaches and selecting optimal approaches.	Master's Degree	10

30	Computer Programmer II	A Computer Programmer II must have experience in developing computer software code. Should have experience in a variety of software programming languages. Should have experience in a variety of business systems and applications. Should also have experience in designing, testing, debugging and documenting software.	Bachelor's Degree	5
31	Computer Programmer I	A Computer Programmer I must have experience in developing computer software code. Should have experience in a variety of software programming languages. Should also have experience in designing, testing, debugging and documenting software.	Bachelor's Degree	
32	Web Developer	A Web Developer must have experience in the design of web pages/portals, ensuring that performance, functionality, ease of use, and security factors are given appropriate consideration. Should have experience in working with customers on their requirements and be able to incorporate into the web design. Should have knowledge of a variety of tools and languages such as Flash and other COTS products for the design of complex web pages.	Bachelor's Degree	
33	Graphic Designer II	A Graphic Designer II must be able to design and produce graphics in support of training, marketing, and development projects. Must be able to provide technical knowledge and expertise on computer graphics, digital photography, videography, Flash animations, etc. Must be able to define themes and plans for consistency in layout throughout designed products.	Bachelor's Degree	5
34	Graphic Designer I	A Graphic Designer I must be able to design and produce graphics in support of training, marketing, and development projects. Must be able to provide technical knowledge and expertise on computer graphics, digital photography, videography, Flash animations, etc.	AA or 2 year business school	

35	Functional Analyst III	A Functional Analyst III must have experience and knowledge of business processes, functional and technical areas/disciplines and be able to conduct research in special areas. Responsible for working with users and customers to document and strategize for process improvements for current business processes (business process reengineering). Responsible for providing market research on conditions that impact the overall operational efficiency of an organization and identifying symptoms for process improvement. Must have experience with proposing new solutions to problems in the areas of their functional expertise.	Bachelor's Degree	10
36	Functional Analyst II	A Functional Analyst II must have experience working with customers, users and project leads in analyzing, designing, implementing and supporting IT business applications and systems. Must be able to take primary responsibility for service as a liaison between the customer and the application developers to ensure that the application matches the customer's operational needs. Must have experience in testing functionality and matching to requirements.	Bachelor's Degree	5
37	Functional Analyst I	A Functional Analyst I must be able to analyze, validate, specify, and verify requirements defined by project leads to include customers and end users.	Bachelor's Degree	
38	Training Specialist III	A Training Specialist III must have experience in developing training strategies, determining training methods, and developing training materials for presentation in various media. Must be able to create new training strategies and presentation methods as new media or new training methodologies become available. Must have experience in creating training plans and materials for large complex IT organizations and missions.	Bachelor's Degree	10

39	Training Specialist II	A Training Specialist II must have experience in coordinating multiple training programs, conducting live training, including complex IT technical training and utilizing multiple training techniques and tools with various media with multiple student skill levels and class sizes.	Bachelor's Degree	5
40	Training Specialist I	A Training Specialist I must have experience in developing, writing and creating training materials, training plans, and training programs for an IT organization, program or project. Must have experience in developing training materials for various presentation media, such as written, visual and web based classes.	Bachelor's Degree	
41	Help Desk Team Lead	A Help Desk Team Lead must be able to provide 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 other network services. Must be able to manage personnel who serve as the first point of contact for troubleshooting hardware and software PC and printer problems.	Bachelor's Degree	5
42	Help Desk Specialist	A Help Desk Specialist must be able to provide 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. Must be able to serve as the initial point of contact for troubleshooting network applications and hardware and software PC and printer problems.	Bachelor's Degree	
43	Desktop Support Technician	A Desktop Support Technician must be able to monitor and respond to complex LAN/Desktop technical hardware and software problems utilizing a variety of testing tools and techniques. Must be able to act as the primary interface with vendor support service groups as well as provide internal analysis and support to ensure proper escalation during outages or periods of degraded system performance.	Associate's Degree	2
44	Computer Operator	A Computer Operator accurately performs data entry and verifies data entered, where applicable.	HS or GED	

45	Administrative Assistant	An Administrative Assistant must have experience in typing documents without error and receive and log guests in and out of a facility. Must have experience with phone systems and take messages competently. Must have experience and be proficient with graphic tools and produce documents without errors. Must be able to plan, maintain and manage schedules for staff.	AA or 2 year business school	4
46	Associate Analyst	An Associate Analyst must have experience with graphic and office automation tools and produce documents without errors. Must have experience and knowledge in proofreading and editing technical documents to ensure proper format, grammar, and style.	AA or 2 year business school	8

Substitutions Education-Experience	Degree
	Associates Degree
	Bachelor's Degree
	Master's Degree
	PhD