

GENERAL SERVICES ADMINISTRATION

Federal Supply Service *Authorized Federal Supply Schedule Price List*

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

Multiple Award Schedule (MAS)

Federal Supply Group: Professional Services

Contract Number: 47QTCA22D002J

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract Period: December 14, 2021 through December 13, 2026

Contractor: V Group Inc.
379 Princeton Hightstown Rd
East Windsor, NJ 08512-2960

Business Size: Small, woman owned, disadvantaged business

Telephone: 609-371-5400
FAX Number: 877-874-8942
Web Site: vgroupinc.com
E-mail: FedBids@vgroupinc.com
Contract Administration: Monika Rohila

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to item descriptions and awarded price(s):

54151S – IT Professional Services
OLM – Order Level Materials

1b. Identification of the lowest service:
Desktop Support Specialist: \$43.30

1c. See below.

2. Maximum Order:
54151S: \$500k
OLM: \$250k

3. **Minimum Order:** \$100
4. **Geographic Coverage (delivery Area):** 50 United States; DC; Puerto Rico
5. **Point(s) of production (city, county, and state or foreign country):** N/A
6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted).
7. **Quantity discounts:** 1% for orders over \$350K
8. **Prompt payment terms: Net 30.** Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
9. **Foreign items (list items by country of origin):** None
- 10a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order
- 10b. **Expedited Delivery.** The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
- 10c. **Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
- 10d. **Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor
11. **F.O.B Points(s):** Destination
- 12a. **Ordering Address(es):** Same as Contractor
- 12b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.
13. **Payment address(es):** Same as company address
14. **Warranty provision.:** Contractor’s standard commercial warranty.
15. **Export Packing Charges (if applicable):** N/A
16. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
17. **Terms and conditions of installation (if applicable):** N/A
- 18a. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 18b. **Terms and conditions for any other services (if applicable):** N/A

19. List of service and distribution points (if applicable): N/A
20. List of participating dealers (if applicable): N/A
21. Preventive maintenance (if applicable): N/A
- 22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). None
- 22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at:
www.Section508.gov/. www.vgroupinc.com
23. Data Universal Numbering System (DUNS) number: 024693306
24. Notification regarding registration in System for Award Management (SAM) database:
Registered

Final Pricing:

The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

Pricing

SERVICE	2022	2023	2024	2025	2026
Application Architect	\$95.79	\$98.18	\$100.64	\$103.15	\$105.73
IT Business Analyst	\$72.26	\$74.07	\$75.92	\$77.82	\$79.76
Computer Operator**	\$51.96	\$53.26	\$54.59	\$55.95	\$57.35
Database Administrator	\$90.30	\$92.56	\$94.88	\$97.25	\$99.68
Database Architect	\$90.30	\$92.56	\$94.88	\$97.25	\$99.68
Desktop Support Specialist**	\$43.30	\$44.38	\$45.49	\$46.63	\$47.79
ERP Specialist	\$178.01	\$182.46	\$187.02	\$191.70	\$196.49
Functional Architect	\$125.09	\$128.22	\$131.42	\$134.71	\$138.07
Geographic Information System (GIS) Consultant	\$72.87	\$74.69	\$76.56	\$78.47	\$80.43
IT Security Administrator	\$115.47	\$118.35	\$121.31	\$124.34	\$127.45
Network Administrator	\$99.74	\$102.24	\$104.79	\$107.41	\$110.10
Network Architect	\$99.74	\$102.24	\$104.79	\$107.41	\$110.10
Network Engineer	\$99.74	\$102.24	\$104.79	\$107.41	\$110.10
IT Program Manager	\$103.92	\$106.52	\$109.18	\$111.91	\$114.71
Programmer Analyst	\$103.47	\$106.05	\$108.71	\$111.42	\$114.21
IT Project Manager	\$82.32	\$84.38	\$86.48	\$88.65	\$90.86
Quality Assurance Specialist	\$71.20	\$72.98	\$74.81	\$76.68	\$78.60
IT Subject Matter Expert	\$103.92	\$106.52	\$109.18	\$111.91	\$114.71
System/ Server Administrator	\$90.30	\$92.56	\$94.88	\$97.25	\$99.68
IT Technical Writer	\$70.25	\$72.01	\$73.81	\$75.65	\$77.54

Service Contract Labor Standards/Service Contract Act (SCLS/SCA) Matrix

SCLS Eligible Contract Labor Category/Fixed Price Service	SCLS Equivalent Code Title	WD Number
Computer Operator**	14041 - Computer Operator I	2015-4201
Desktop Support Specialist**	14170 - System Support Specialist	2015-4201

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

Application Architect	The Application Architect is responsible for designing, developing, and implementing application infrastructure to provide highly complex, reliable, and scalable applications, and systems to meet the organization’s objectives and requirements. Application Architects are familiar with a variety of the application technologies, environments, concepts, methodologies, practices, and procedures and rely on experience and judgment to plan and accomplish goals. Application Architects are able to perform a variety of complicated tasks with minimal or no direct supervision. They have proven experience defining systems and application architecture and provide vision, problem anticipation, and problem-solving ability to organization. They consult with the client to define needs or problems, conduct research, perform studies and surveys to obtain data, and analyze problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization. • Manage, organize, and administer systems analysis and preparation of applications and operating systems programming to process data and solve problems by use of computers. • Establish priorities and schedules and oversees and reviews work of systems analysis personnel and programming personnel. • Review feasibility studies and time and cost estimates of new or revised systems. • Assist in the development of standards, procedures, and operating systems applications. • A combination of directly related technical training and hands-on experience. • Work with stakeholders to ensure projects are completed on time and according to organization standards.	Bachelors	7 Years
IT Business Analyst	The Business Analyst is responsible for the set of tasks and techniques used to work as a liaison	Bachelors	5 Years

	<p>among stakeholders in order to understand the structure, policies, and operations of an organization, and to recommend IT solutions that enable the organization to achieve its goals. • Experience conducting Facilitated Workshops for IT requirements analysis. • Experience creating workflows using formal notation such as the Business Process Modeling Notation (BPMN). • Knowledge of IT requirements gathering methodologies. • Experience developing IT Business Requirements - project initiation document, what the needed achievements will be, and the quality measures. • Experience developing Functional requirements - describe what the system, process, or product/ service must do in order to fulfill the IT business requirements. • Experience developing User (stakeholder) requirements - are a very important part of the deliverables, the needs of the stakeholders will have to be correctly interpreted. • This deliverable can also reflect how the IT product will be designed, developed, and define how test cases must be formulated. • Experience developing Quality-of-service (non-functional) requirements - are requirements that do not perform a specific function for the business requirement but are needed to support the functionality. For example: performance, scalability, quality of service (QoS), security and usability. • Experience developing Report Specifications - define the purpose of a report, its justification, attributes and columns, owners, and runtime parameters. • Experience developing Requirements Traceability Matrix - a cross matrix for recording the requirements through each stage of the requirements gathering process.</p>		
Computer Operator	<p>The Computer Operator is responsible for the preparation and operation of teleprocessing computers and peripheral equipment. The Computer Operator works on various mainframe and network equipment to troubleshoot issues and restore operability based on established procedures. The Computer Operator might also monitor the computer and network infrastructure, data center environmental controls and physical security systems to take appropriate action as required. • Anticipate patterns and changes to ensure smooth operation using advanced expertise and knowledge. • Operate multiple systems and computers for enterprise-wide systems. • May contribute as expert in operations on retirement of legacy mainframe/ midrange systems. • Able to work independently. • Able to communicate status to managers and</p>	Associate	5 Years

	<p>project sponsors. • Assist in developing standards and direction for systems. • Complete tasks as assigned by a Lead Computer Operator, or Data Center and Operations Team Management. • Analyze problems quickly and adopt an effective course of action. • Prepare and operate mainframe and client/server computer systems and peripheral equipment to support day-to-day business operation. • Detect and troubleshoot network, computer, and peripheral equipment malfunctions. Take corrective action or escalate problem as required. • Prepare reports and logs detailing all shift activity. • Interpret and execute detailed standard operating procedures written for the computer operations environment. • Possess a detailed knowledge of Data Center operational requirements and standard operating procedures. • Effectively communicate and interface with, on a daily basis, management and technical staff, and other technical and business contacts, as required. • Work under the direction of a Lead Computer Operator or Operator Services Supervisor.</p>		
<p>Database Administrator</p>	<p>The Database Administrator (DBA) is responsible for data analysis and database management. Database Administrators typically are involved in maintenance, enhancement, designing of data dictionaries, physical and logical database models, and performance tuning. Database Administrators have a range of skills and knowledge of the utilities and production tools used for data storage management to support the Application Team. • Highly skilled at database design, installations, conversions. • Responsible for database backup and recovery procedures, access security and database integrity, physical data storage design and data storage management. • Participates in Database Management System selection and maintains database performance. • Expertise in specific Database Management Systems. • Knowledge of various Database Management System products. • Provide status of work to Project Team Lead. • Engage in ongoing process improvement. • Business systems analysis and design experience. • Logical data modeling techniques. • Production environment Tools/ Utilities. • Administration and scripting experience in relative platform. • Perform and supervise performance tuning. • Author shell scripts to perform back up, restore, and monitoring tasks. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. •</p>	<p>Bachelors</p>	<p>7 Years</p>

	<p>Maintain central data repository. • Responsible for data dictionary backup and recovery. • Responsible for definition of standards of data dictionaries. • Monitor database performance and space requirements. • Assist in coordinating software releases. • Communicate accurate and useful status updates. • Manage and report time spent on all work activities. • Ability to work in a team environment. • Identify and track issues, risks, and action items. • Strong communication skills; both written and spoken.</p>		
Database Architect	<p>The Database Architect is responsible for designing, developing, and implementing infrastructure to provide highly complex, reliable, and scalable databases to meet the organization's objectives and requirements. The Database Architect is familiar with a variety of the database technologies, concepts, methodologies, practices, and procedures and relies on experience and judgment to plan and accomplish goals. The Database Architect is able to perform a variety of complicated tasks with minimal or no direct supervision. • Design systems involving multiple agencies for integrated efforts. • Manage teams of developers. • Ability to interact with Executive level sponsors and external experts. • Possess extensive knowledge of multiple types of database systems and is capable of hands-on work in all phases of database design and management. • Keep up to date on emerging database architectures, technologies, and methodologies, and attends training classes, as necessary. • Work with enterprise-wide, complex systems. • Maintain specific capabilities regarding best practice and design of complex systems. • Analyze organization's business requirements for database design and implements changes to database as required. • Perform systems analysis on database, and resolves performance, capacity, and replication issues, as necessary. • Provide detailed design and specification documentation, including flowcharts, for all aspects of the database. • Work with database analysts to develop methodologies, report views, queries, and table replications. • Ensure that all the data is in the proper format. • Develop and maintain database standards and naming conventions. • Keep up to date on emerging database architectures, technologies, and methodologies, and attends training classes, as necessary.</p>	Bachelors	8 Years
Desktop Support Specialist	<p>The Desktop Support Specialist supports in-house teams and responds in person to helpdesk tickets. •</p>	Associate	5 Years

	<p>Assume team leadership responsibilities. • Mentor junior team members. • Possess extensive networking knowledge. • Experience working with complex systems or custom hardware. • Assess functional needs to determine specifications for purchases. • Order computer supplies. • Work with vendors on supply issues. • Respond to help desk tickets. • Work with vendor support contacts to resolve technical problems with desktop computing equipment and software. • Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems. • Build and configure new user workstation equipment set (PC, desktop image, phone, peripherals, software, user accounts). • Troubleshoot basic network, software, and printing problems.</p>		
ERP Specialist	<p>• ERP Consultants will use integrated applications that automate many functions related to technology, services, and human resources, thus freeing up company manpower. • Provides support related to the function, developing and integrating the relevant ideas and assisting in resource-planning decisions. • Ensures the ERP software runs as smoothly and efficiently as possible and develop and oversee solutions for any shortcomings. • Assesses the business requirements and software needs for many areas, including employee training, business processes, and employee communication, and ensure that any new solutions devised are time-and-cost-effective. • Responsible for ensuring that all levels of the company are informed and collaborating effectively on the implementation of the process. • General duties will include software analysis, working with technical teams, developing design specifications for programs and present plans of action to management.</p>	Bachelors	10 Years
Functional Architect	<p>The Functional Architect is the functional expert for an application, a defined set of applications or a portfolio of related applications. The Functional Architect is also responsible for bringing an understanding of the enterprise, business system and industry to the team(s) supporting or interfacing with the application. The primary responsibility of a Functional Architect is to provide expertise in the business process supported by the application, to prepare and review designs, to recommend improvements, and to provide guidance during the testing process. The Functional</p>	Bachelors	7 Years

	<p>Architect helps the Programmers establish a clear understanding of the business functional requirements and either creates the functional designs to meet the requirements or reviews and approves the designs written by the Programmers. The Functional Architect must understand all aspects of their specific application(s), and the underlying business process. The more experienced Functional Architect plans, analyzes, and defines high- level software strategies and solutions. Contained in the experienced role is the task of coordinating with other Functional Architects to define technical requirements and long-range plans for meeting customer requirements. • Guides processes for Functional Architects and direct work planning and design activities. • Provides standard, well-structured work planning which defines scope, resources, commitments, quality, risk, tasks, and acceptance criteria. • Ensures that overall application designs remain within project scope. • Works with customer business units to understand their business processes. • Works with customer business units and client to identify direction of software. • Ensures business requirements are supported by the software. • Provides functional expertise to planning organization as required.</p>		
<p>Geographic Information System (GIS) Consultant</p>	<p>The GIS Consultant is responsible for providing direct support of various GIS software and hardware systems. The GIS Consultant will perform hardware and software installations, relocations, testing and routine maintenance. • Able to work independently. • Demonstrate proven experience in troubleshooting with little supervision. • Able to communicate status to managers and project sponsors. • Assist in developing standards and direction for systems. • Plan, coordinate, execute supervise projects and operations to support GIS Database, Applications, and Services. • Determine, create, and deploy appropriate GIS applications. • Support strategic analysis and planning for existing and planned GIS initiatives. • Support planning, administration, design, development, implementation, or operation. • Apply GIS to specific end-user problems, needs, or processes. • Analyze business problem/ process analysis, spatial solutions identification and assessment, requirements analysis, GIS project management, GIS data analysis, quality control and quality assurance (QA/QC), display, and output. • Define, develop, assess, implement, and document GIS standards, policies, and procedures. • Support GIS interface</p>	<p>Bachelors</p>	<p>7 Years</p>

	and application integration. • Assess new technology and implement as needed. • Provide GIS technical and user support. • Provide GIS training and design/ creation of training materials. • Assist users in solving GIS systems and analytical problems.		
IT Security Administrator	The IT Security Administrator is responsible for administration of access controls on mainframe for all users, staff, employees, contractors, and vendors. The IT Security Administrator is also accountable for physical security through proprietary administration and surveillance monitoring. • Coordinate and administer security activities across interdepartmental teams within agency and other outside client agencies. • Support and participate in agency projects to implement, insure, train and administer information security. • Investigate and report incidents/ violations of individuals, systems and accesses with recommendations/ alternatives for prevention and risk mitigation. • Conduct investigations, administer information access controls, and perform other security measures for computing sites. • Develop and implement training materials for Information Security Officers. • Develop and conduct security training to internal users and customers related to information security and risk management. • Support the Information Security Officers Team and agency management as required. • Self-motivated and able to work independently with general direction from the Lead Security Administrator. • Implement and maintain security policies, procedures, standards, and guidelines for facilities/ computing systems and for agencies, districts and other entities. • Assist other security personnel in developing and drafting security procedures and forms for administration. • Provide physical security for various work locations including building access, door and video surveillance, inspections, investigations and maintenance. • Prepare security violations logs and deliver regular reports; incident reporting, issue remediation.	Bachelors	5 Years
Network Administrator	The Network Administrator 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. The Network Administrator maintains network hardware and software, monitors the network to ensure network availability to all system users and performs necessary maintenance to support network availability. The Network Administrator may supervise other network support and client server	Bachelors	6 Years

	<p>specialists and plan, coordinate, and implement network security measures. • Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes. • Supervise other team members and provide training in advanced networking skills. • Act as a subject matter expert during technical reviews/audits and provide input during RFP process. • Design, install, configure, monitor and troubleshoot network equipment such as, but not limited to, Hubs, Network Interface Cards (NIC), Local Area Network (LAN) cards, hard drives, Ethernet switches, routers, wireless bridges, monitoring devices, access points, firewalls, intrusion detection systems, and content devices. • Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes. • Supervise other team members and provide training in advanced networking skills. • Write and produce technical documentation. • Monitor, diagnose and troubleshoot network (LAN/WAN) performance, hardware and software platforms, resolve server connectivity issues in a multi-tiered and secure networking environment, and replace defective components. • Install, configure, manage and maintain server hosted network attached storage (NAS) and storage area network (SAN) disk storage technologies. • Perform server backups, restorations, fail-over recovery, and disaster recovery operations.</p>		
Network Architect	<p>The Network Architect is responsible for large-scale infrastructure design, coordination and organization of LAN/WAN Network installations using best practices and leading-edge techniques. The Network Architect will have advanced knowledge in network analysis, as well as experience with designing and implementing enterprise class wide area networks. The Network Architect will possess knowledge of network vulnerabilities and be able to mitigate and prevent each one. The Network Architect also has a proven ability to design systems that prevent security issues. The Network Architect may be a Certified Engineer/Expert and may be experienced with agency or statewide network operating systems, network devices, and configuration of client/server systems. • Proven ability to conduct and document security assessments and understand and assess governmental and regulatory compliance requirements. • Prior experience designing systems for multiple facilities to integrate simultaneously. •</p>	Bachelors	8 Years

	<p>Prior experience acting as a network security SME for critical networks. • Advanced experience with, but not limited to routers, firewalls, switches and servers. • Advanced knowledge in network analysis. • Advanced problem resolution and project management skills. • Experience with designing and implementing enterprise class wide area networks. • Experience with Firewalls, VPN, encryption, intrusion detection and prevention systems, and penetration testing. • Knowledge of network vulnerabilities and be able to mitigate and prevent each one. • Knowledge of network analysis related to infrastructure design. • May be an expert in security or intrusion detection. • Proficient in proprietary network technology.</p>		
Network Engineer	<p>The Network Engineer is responsible for Network and Server Connectivity on both hardware and software related to the installation and design of LAN/WAN environments. The Network Engineer will also have experience with networks in which telephony is integrated to IT systems or stand-alone custom kiosks. The Network Engineer may also be the focal point for migration and infrastructure expansion on existing systems. The Network Engineer may possess a formal certification; if not, he or she would have equivalent experience in installing hardware and software associated with networks. • Architect and design changes to improve systems and network configurations and determine hardware or software requirements related to such changes. • Act as a subject matter expert during technical reviews/ audits and provide input during RFP process. • Execute changes to improve systems and network configurations and determine hardware or software requirements related to such changes. • Supervise other team members and provide training in advanced networking skills. • Write and produce technical documentation. • Working knowledge of network applications, switches and servers. • Function as enterprise infrastructure expert in maintaining large, disparate systems and networks. • Confer with Network Architects or systems managers to ensure compliance of Federal standards. • Install, configure, and manage server hosted network attached storage (NAS) and storage area network (SAN) disk storage technologies tied to network infrastructure. • Install complex computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.</p>	Bachelors	5 Years

IT Program Manager	<p>The Program Manager is responsible for managing, coordinating, and establishing priorities for the complete life cycle of IT programs including the planning, design, programming, testing, and implementation of business solutions designed to meet IT requirements of various departments in the company, such as distribution, finance, and manufacturing. Program Manager is familiar with a variety of the program management methodologies and rely on experience and judgment to plan and accomplish goals. • Manage, coordinate, and establish priorities for complete life-cycle of program including the planning, design, programming, testing, and implementation of business solutions designed to meet requirements of various departments. • Provide agency training on the planning, testing and evaluation of disaster recovery scenarios as they relate to the IT systems and applications. • Negotiate/contract with key disaster recovery, data storage, and hot/cold site industry providers. • Responsible for Organizational Change Management Specialist to support to the Federal organizations through the transformational processes related to major IT project implementations. • Work with project team members to ensure that business organizations understand and implement changes that are a result of reengineering and system development. • Work with IT project team and end user community to identify and define end user procedures and translate those procedures into easily understood, user friendly, readily available end user documentation. • Assist user organizations and technical teams in the process of conducting acceptance testing for maximum clarity and confidence in understanding on the part of both. • Determine program needs and acquires resources required for the success of the program.</p>	Bachelors	7 Years
Programmer Analyst	<p>The Programmer Analyst is responsible for analysis, design, coding, component, and assembly testing of all application code owned by the Application Team. Programmers typically are involved in maintenance (including production support), enhancement and development work. Programmers have a range of skills and knowledge of the technologies used and applications supported by the Application Team. The Programmer works with the Functional Architect on an as needed basis to ensure that design and code meets customer requirements. • Plan all required process steps. • Review and understand the Application Team’s work plan. •</p>	Bachelors	5 Years

	<p>Provide status of work to Team Lead. • Anticipate, identify, track, and resolve issues and risks affecting own work and work of the Application Team. • Develop contingency plans, as necessary. • Engage in ongoing process improvement. • Detailed functional and process knowledge. • Utilize deep modeling, design, and coding skills. • Provide expertise in one or more database environments. • Analyze and design enhancements, development programs, and/or required fixes to production problems. • Design applications to functional and technical programming standards. • Work with Functional Architects to gather and interprets user requirements into design specifications. • Develop system specifications and interfaces. • Determine time estimates and schedule for work. • Moderate functional and process knowledge. • Assist in managing and directing Application Team processes. • Coordinate work with other software developers on Application Teams. • Assist Team Lead or Test Team Lead in monitoring estimated-time-to-complete (ETC) and actuals for assigned tasks. • Develop application designs in support of the systems specifications and interfaces, perhaps in conjunction with application or technical architects.</p>		
IT Project Manager	<p>The Project Manager directs, controls, administers, and regulates an enhancement and development of IT Projects. The Program Manager’s primary responsibility is to drive the entire effort from start to finish. The Project Manager must ensure that the project is completed on schedule and that the IT product meets the business, technical, and established quality requirements. • Direct, administer, manage, and facilitate an enhancement, business process reengineering or development of a high priority, high profile, and enterprise-wide IT project of strategic importance. • Accountable for project coordination with multiple agencies. • Conduct reviews with agencies. • Report status and recommendations to senior leadership as needed. • Make decisions within the designated authority as defined in the project Charter to minimize project risk supported by sound analysis and project management best practices. • Design project plans, which identify needs and define major tasks and milestones, based on scope, resources, budget, and personnel. • Accountable for the approval and sign-off of the Project Management Plan with customer representatives, and all affected project stakeholders. • Accountable for management of the project’s scope for the project and gaining</p>	Bachelors	7 Years

	<p>agreement and approval of scope changes with customer representatives and affected stakeholders. • Direct work planning and scheduling work. • Accountable for peer reviews with the appropriate project team resources. • Coordinate and present proposals, as necessary. • Identify and manage project risk, and develop risk mitigation strategies, and track to closure. • Coordinate the establishment of project standards and project specific procedures with team leads. • Responsible for project compliance with standards and procedures.</p>		
Quality Assurance Specialist	<p>The Quality Assurance Specialist is responsible for the design, pilot, and implementation of the software quality assurance review processes. The Quality Assurance Specialist will work with Application Teams during pre-and-post assessment periods. The Quality Assurance Specialist reports to the Quality Assurance Team Lead. For each phase end review the Quality Assurance Specialist is responsible to plan, schedule, execute, and document findings of the review. Quality Assurance Specialists must have a detailed understanding of processes which support the software development lifecycle. • Reviews required work products to ensure compliance with approved tailored procedures and standards. • Reviews and checks software development activities and the associated internal tasks required as employed by the project and specified in the project plan. • Compares actual project procedures to the specified standards, procedures, and, if required, specific 3rd party contractual requirements. • Performs detailed reviews of interim and final tasks as appropriate. • Ensures process improvement opportunities are reviewed by appropriate contact to identify training needs of the organization. • Performs or manages the required software quality phase end reviews of work product and process for each software project and produce the required software quality reports, as specified in the project's software quality plan. • Develops and manages short and long-term plans and schedules for organization wide software quality needs. • Balances workload with team's capacity by managing the team's activities according to schedule and budgets. • Coordinates and procures the required skills and techniques required.</p>	Bachelors	6 Years
IT Subject Matter Expert	<p>The Subject Matter Expert brings proven experience from related businesses or organizations as well as system integration and technology experience. SME</p>	Bachelors	7 Years

	<p>consults with the client to define needs or problems, conduct research, perform studies and surveys to obtain data, and analyze problems to advise and make recommendations on business and technical solutions based on hands-on experience solving similar business problems. The SME leverages knowledge of theory, principles, or technology of specific discipline or field of specialization. This role typically combines technology and business subject matter expertise to ensure an area of specialization related to a discipline and technology. • Knowledge of computer programming and other related technical fields as well as extensive experience in a particular business or industry subject matter. • Possess core knowledge of specific industry standard practices or disciplines. • Analyze data to determine solution, such as installation of alternate methods and procedures, changes in processing methods and practices, modification of machines or equipment, or redesign of products or services. • Advise client or department heads on alternate methods of solving a need or problem, and/or recommends specific solution. • Experience in providing consulting services to governmental entities. • Translate requirements into technical or functional documents as an expert on specified subject. • Visionary on new concepts and ideas related to area of subject matter expertise. • Function as enterprise wide expert in areas of increasing difficulty. • Consult with executive-level stakeholders to define business need or problem. • Visionary on new concepts and ideas related to area of subject matter expertise.</p>		
System/ Server Administrator	<p>The System/ Server Administrator is responsible for server back up and security, along with performance tuning and capacity planning. System/ Server Administrators should possess an understanding of network and distributed computing concepts. This is accomplished by working with the Systems Management Team Lead to understand the scope of services to be provided and assessing the impact they will have on the technical infrastructure. • Solid understanding of networking/ distributed computing environment concepts. • Understand principles of routing client/ server programming. • Manage expectations at all levels: customers, executive sponsors. • Ensure quality standards are followed. • Understand the business application of technical support and design in an application development environment. • Work with the various Infrastructure teams and operations provider to</p>	Bachelors	5 Years

	<p>identify the strategic direction of systems management activities. • Understand the design of consistent network-wide file system layouts. • Maintain strong relationships with employees and various tier two and three support groups. • Develop plans for disaster recovery/ back up and archiving. • Manage the daily operations of the systems management team to ensure service levels are being met. • Manage the systems management team’s support issue and backlog. • Monitor the team’s open backlog of support issues and re-assign issues as necessary to ensure they are closed per agreed upon service levels. • Act as the first level of escalation for high priority support issues. • Function as the liaison to the various support groups with whom the systems management team interfaces. • Develop the technical infrastructure maintenance strategy. • Manage the system management resources. • Manage a large site or network.</p>		
IT Technical Writer	<p>The Technical Writer develops and maintains user and technical documentation and project process documentation for Application Teams. Technical Writer understands the user’s view of applications and/or technology and is able to put procedures in a logical sequence. The experienced Technical Writer provides expertise on technical concepts of applications and /or user groups and structuring procedures in a logical sequence, due to a broad understanding of the applications. • Reviews and approves procedures for use of on-line documentation tools as appropriate. • Identifies business and technical documentation needs not currently addressed. • Owns documentation libraries and subscription lists. • Promotes the need for developing and using standard documentation for all processes within the organization. • Performs detailed reviews of interim and final tasks as appropriate. • Develops and manages short and long-term documentation plans and schedules. • Understands work requests/ needs within Application Teams. • Manages the accomplishment of delivery metrics in support of contractual obligations in the areas of service delivery, on time performance. • Works with Team Leads and Group Leads to set documentation goals. • Review and prioritize documentation service requests. • Determine procedures for use of on-line documentation tools and version control documentation as appropriate. • Assist or guide other Technical Writer as needed to develop and</p>	Bachelors	5 Years

	maintain user and technical documentation for their assigned applications. • Educate both business and technical groups on the essential need for developing and using standard documentation for all processes. • Organize and prepares work effectively to facilitate proactive resolution of problems, rather than reactive.		
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