



**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 are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov.

MULTIPLE AWARD SCHEDULE

Contract Number: GS-35F-427DA

Business Size: Small Business

Period Covered by Contract: July 28, 2016 through July 27, 2021
Pricelist current through Modification PS-A821 dated June 15, 2020

Digicon Corporation

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For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.



SPECIAL ITEM NUMBER 54151S - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

FSC/PSC Class D399 IT AND TELECOM- OTHER IT AND TELECOMMUNICATIONS

SPECIAL ITEM NUMBER 54151HEAL – HEALTH INFORMATION TECHNOLOGY SERVICES

FSC/PSC Class D399 IT AND TELECOM- OTHER IT AND TELECOMMUNICATIONS

OLM – ORDER-LEVEL MATERIALS

Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) contract or FSS blanket purchase agreement (BPA). OLMs are not defined, priced, or awarded at the FSS contract level. They are unknown before a task or delivery order is placed against the FSS contract or FSS BPA. OLMs are only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject to a Not To Exceed (NTE) ceiling price. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the FSS contract, other direct costs, and indirect costs. OLMs are purchased under the authority of the FSS Program and are not “open market items.”

Items awarded under ancillary supplies/services or other direct cost (ODC) SINs are not OLMs. These items are defined, priced, and awarded at the FSS contract level, whereas OLMs are unknown before an order is placed. Ancillary supplies/services and ODC SINs are for use under all order type CLINs (Fixed-Price (FP), T&M, and LH), whereas the Order-Level Materials SIN is only authorized for use under T&M and LH order CLINs.

The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN. Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs. OLMs are defined and priced at the ordering activity level in accordance with GSAR clause 552.238-82 Special Ordering Procedures for the Acquisition of Order-Level Materials. Prices for items provided under the OrderLevel Materials SIN must be inclusive of the Industrial Funding Fee (IFF). The cumulative value of OLMs in an individual task or delivery order cannot exceed 33.33% of the total value of the order.

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Multiple Award Schedule (MAS) is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

Note 4: SIN 54151HEAL is limited to professional Health IT Services only. Any non-professional labor categories shall be offered under SIN ANCILLARY only. All non-professional labor categories must be incidental to, and used solely to support Health IT services, and cannot be purchased separately.. Software and hardware products are out of scope.

Note 5: Labor categories under Special Item Number 54151S Information Technology Professional Services may remain under SIN 54151S unless the labor categories are specific to the Health IT SIN.

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CUSTOMER INFORMATION

1a. Awarded Special Item Numbers (SINs):

| SIN | Description |
|-----------|---|
| 54151S | Information Technology Professional Services - SUBJECT TO COOPERATIVE PURCHASING |
| 54151HEAL | Health Information Technology Services – SUBJECT TO COOPERATIVE PURCHASING |
| OLM | Order-Level Materials – SUBJECT TO COOPERATIVE PURCHASING |

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. Not applicable.

1c. Hourly rates and labor category descriptions. As set forth beginning on pages 18 and 41 for hourly rates and pages 20 and 43 for category descriptions. Services for OLM - Order-Level Materials are established and priced at the order level. Please see www.gsa.gov/olm for more information

2. Maximum order. \$500,000.
3. Minimum order. \$100.
4. Geographic coverage (delivery area). V- 48 States, DC.
5. Point(s) of production (city, county, and State or foreign country). McLean, Fairfax County, Virginia.
6. Prices shown herein are net (discount deducted).
7. Quantity discounts. None.
8. Prompt payment terms. Net 30 days.
- 9a. Government purchase cards are accepted at or below the micro-purchase threshold.
- 9b. Government purchase cards are accepted above the micro-purchase threshold.
10. Foreign items (list items by country of origin). Not applicable
- 11a. Time of delivery. IAW task order.
- 11b. Expedited Delivery. Items available for expedited delivery are noted in this price list and available IAW task order. The schedule customer may contact the Contractor for rates.
- 11c. Overnight and 2-day delivery. IAW task order. The schedule customer may contact the Contractor for rates.
- 11d. Urgent Requirements. IAW task order. The schedule customer may contact the Contractor for rates.
12. F.O.B. point(s). Destination
- 13a. Ordering address(es). Digicon Corporation, 6319 Executive Blvd., North Bethesda, MD 20852, Tel. 703-621-1000, Fax 301-869-8081.

- 13b. 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.
14. Payment address(es). Digicon Corporation, 6319 Executive Blvd., North Bethesda, MD 20852, Tel. 703-621-1000, Fax 301-869-8081.
15. Warranty provision. IAW task order.
16. Export packing charges, if applicable. Not applicable
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). None.
18. Terms and conditions of rental, maintenance, and repair (if applicable). Not applicable.
19. Terms and conditions of installation (if applicable). Not applicable.
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable.
- 20a. Terms and conditions for any other services (if applicable). Not applicable.
21. List of service and distribution points (if applicable). Not applicable.
22. List of participating dealers (if applicable). Not applicable.
23. Preventive maintenance (if applicable). Not applicable.
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable
- 24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services by contacting jwu@digicon.com. The EIT standards can be found at: www.Section508.gov/. NA
25. Data Universal Number System (DUNS) number. 174243907.
26. Digicon Corporation is registered in the System for Award Management (SAM) database.

**INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)**

*****NOTE:** *All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately*

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are

available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

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

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

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

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

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

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

See beginning on page for 18 hourly rates and on page 20 for category descriptions.

TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION TECHNOLOGY SERVICES (SPECIAL ITEM NUMBER 54151HEAL)**1. SCOPE**

- a. The labor categories, prices, terms and conditions stated under Special Item Number 54151HEAL Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.
- b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on Multiple Award Schedule (e.g. 33411, 511210).
- c. This SIN provides ordering activities with access to Health IT services.
- d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.
- e. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. ORDER

- a. Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

3. PERFORMANCE OF SERVICES

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

4. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008)(DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

5. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

7. INDEPENDENT CONTRACTOR

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

8. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

9. INVOICES

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

10. RESUMES

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

11. INCIDENTAL SUPPORT COSTS

Incidental support costs are not considered part of the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

12. APPROVAL OF SUBCONTRACTS

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

13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING

See beginning on page for 41 hourly rates and on page 43 for category descriptions.

**USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

Digicon Corporation provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact John Wu, President, 703-621-1000 (Tel.), 301-869-8081 (Fax), jwu@digiconasp.com.

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements and Federal Acquisition Regulation (FAR) 8.405-3, Blanket Purchase Agreements (BPAs), the Contractor agrees to the following terms of a BPA EXCLUSIVELY WITH (Ordering Agency):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

| ITEM (Model/Part Number or Type of Service) | SPECIAL BPA DISCOUNT/PRICE |
|---|----------------------------|
| _____ | _____ |
| _____ | _____ |

(2) Delivery:

| DESTINATION | DELIVERY SCHEDULE/DATES |
|-------------|-------------------------|
| _____ | _____ |
| _____ | _____ |

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

| OFFICE | POINT OF CONTACT |
|--------|------------------|
| _____ | _____ |
| _____ | _____ |

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Task/Delivery Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the task/delivery order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

**BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.

54151S LABOR CATEGORY RATES

| Digicon GSA Multiple Award Schedule Base Period Pricing | | | | | |
|--|---|---|---|---|---|
| GOVERNMENT SITE RATES | | | | | |
| Labor Categories | Year 1 07/28/16 to 07/27/17 | Year 2 07/28/17 to 07/27/18 | Year 3 07/28/18 to 07/27/19 | Year 4 07/28/19 to 07/27/20 | Year 5 07/28/20 to 07/27/21 |
| ADMINISTRATIVE SUPPORT ANALYST LEVEL 1 | \$35.26 | \$36.22 | \$37.19 | \$38.20 | \$39.23 |
| ADMINISTRATIVE SUPPORT ANALYST LEVEL 3 | \$79.55 | \$81.69 | \$83.90 | \$86.17 | \$88.49 |
| ANALYST PROGRAMMER LEVEL 1 | \$64.97 | \$66.72 | \$68.52 | \$70.37 | \$72.27 |
| ANALYST PROGRAMMER LEVEL 2 | \$89.71 | \$92.14 | \$94.62 | \$97.18 | \$99.80 |
| ANALYST PROGRAMMER LEVEL 3 | \$100.76 | \$103.48 | \$106.27 | \$109.14 | \$112.09 |
| ANALYST PROGRAMMER LEVEL 4 | \$121.91 | \$125.21 | \$128.59 | \$132.06 | \$135.62 |
| BIOINFORMATICIAN LEVEL 1 | \$57.45 | \$59.00 | \$60.60 | \$62.23 | \$63.91 |
| BIOINFORMATICIAN LEVEL 2 | \$92.36 | \$94.86 | \$97.42 | \$100.05 | \$102.75 |
| BIostatistician LEVEL 1 | \$57.45 | \$59.00 | \$60.60 | \$62.23 | \$63.91 |
| BIostatistician LEVEL 2 | \$92.36 | \$94.86 | \$97.42 | \$100.05 | \$102.75 |
| BUSINESS ANALYST LEVEL 2 | \$91.49 | \$93.96 | \$96.49 | \$99.10 | \$101.77 |
| CLINICAL SPECIALIST LEVEL 1 | \$67.25 | \$69.07 | \$70.94 | \$72.85 | \$74.82 |
| COMPUTER SECURITY SPECIALIST LEVEL 1 | \$92.36 | \$94.86 | \$97.42 | \$100.05 | \$102.75 |
| COMPUTER SECURITY SPECIALIST LEVEL 2 | \$105.79 | \$108.65 | \$111.58 | \$114.60 | \$117.69 |
| COMPUTER SECURITY SPECIALIST LEVEL 3 | \$137.00 | \$140.70 | \$144.50 | \$148.40 | \$152.40 |
| CONSULTANT LEVEL 1 | \$154.67 | \$158.85 | \$163.13 | \$167.54 | \$172.06 |
| CYBERSECURITY ANALYST LEVEL 1 | \$88.38 | \$90.77 | \$93.22 | \$95.74 | \$98.32 |
| DATA ANALYST LEVEL 1 | \$83.96 | \$86.23 | \$88.55 | \$90.95 | \$93.40 |
| DATA CENTER MANAGER LEVEL 1 | \$112.85 | \$115.89 | \$119.02 | \$122.24 | \$125.54 |
| DATABASE SPECIALIST LEVEL 1 | \$91.18 | \$93.65 | \$96.17 | \$98.77 | \$101.44 |
| DATABASE SPECIALIST LEVEL 2 | \$106.06 | \$108.92 | \$111.86 | \$114.88 | \$117.98 |
| DATABASE SPECIALIST LEVEL 3 | \$119.31 | \$122.54 | \$125.84 | \$129.24 | \$132.73 |
| NETWORK ADMINISTRATOR LEVEL 1 | \$70.71 | \$72.62 | \$74.58 | \$76.59 | \$78.66 |
| NETWORK ADMINISTRATOR LEVEL 2 | \$83.08 | \$85.33 | \$87.63 | \$90.00 | \$92.43 |
| NETWORK ADMINISTRATOR LEVEL 3 | \$92.81 | \$95.31 | \$97.89 | \$100.53 | \$103.24 |
| NETWORK ADMINISTRATOR LEVEL 4 | \$100.53 | \$103.25 | \$106.04 | \$108.90 | \$111.84 |
| NETWORK ENGINEER LEVEL 1 | \$60.99 | \$62.63 | \$64.33 | \$66.06 | \$67.85 |
| NETWORK ENGINEER LEVEL 2 | \$80.42 | \$82.59 | \$84.82 | \$87.11 | \$89.47 |
| NETWORK ENGINEER LEVEL 3 | \$112.24 | \$115.27 | \$118.38 | \$121.58 | \$124.86 |
| NETWORK ENGINEER LEVEL 4 | \$140.97 | \$144.77 | \$148.68 | \$152.70 | \$156.82 |
| PROGRAM MANAGER LEVEL 1 | \$123.74 | \$127.08 | \$130.51 | \$134.03 | \$137.65 |
| PROJECT MANAGER LEVEL 1 | \$104.74 | \$107.56 | \$110.47 | \$113.45 | \$116.51 |
| PROJECT MANAGER LEVEL 2 | \$110.04 | \$113.01 | \$116.06 | \$119.19 | \$122.41 |
| PROJECT MANAGER LEVEL 3 | \$123.74 | \$127.08 | \$130.51 | \$134.03 | \$137.65 |
| PROJECT SUPPORT SPECIALIST LEVEL 1 | \$41.32 | \$42.44 | \$43.58 | \$44.76 | \$45.97 |
| PROJECT SUPPORT SPECIALIST LEVEL 2 | \$57.93 | \$59.50 | \$61.11 | \$62.76 | \$64.45 |
| PROJECT SUPPORT SPECIALIST LEVEL 3 | \$86.27 | \$88.60 | \$90.99 | \$93.44 | \$95.97 |
| QUALITY ASSURANCE LEVEL 2 | \$81.31 | \$83.51 | \$85.76 | \$88.08 | \$90.45 |
| SCIENTIFIC PROGRAMMER LEVEL 1 | \$72.03 | \$73.98 | \$75.97 | \$78.02 | \$80.13 |

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| SCIENTIFIC PROGRAMMER LEVEL 2 | \$107.83 | \$110.74 | \$113.73 | \$116.80 | \$119.95 |
| SCIENTIFIC PROGRAMMER LEVEL 3 | \$124.62 | \$127.99 | \$131.45 | \$134.99 | \$138.64 |
| SERVICE DESK DESKTOP SPECIALIST LEVEL 1 | \$34.34 | \$35.26 | \$36.22 | \$37.19 | \$38.20 |
| SERVICE DESK DESKTOP SPECIALIST LEVEL 2 | \$41.41 | \$42.53 | \$43.68 | \$44.86 | \$46.07 |
| SERVICE DESK DESKTOP SPECIALIST LEVEL 3 | \$51.13 | \$52.51 | \$53.93 | \$55.39 | \$56.88 |
| SERVICE DESK MANAGER LEVEL 1 | \$76.07 | \$78.12 | \$80.23 | \$82.40 | \$84.62 |
| SERVICE DESK MANAGER LEVEL 2 | \$94.71 | \$97.27 | \$99.89 | \$102.59 | \$105.36 |
| SERVICE DESK MANAGER LEVEL 3 | \$112.85 | \$115.89 | \$119.02 | \$122.24 | \$125.54 |
| SOFTWARE ENGINEER LEVEL 1 | \$61.46 | \$63.12 | \$64.82 | \$66.57 | \$68.37 |
| SOFTWARE ENGINEER LEVEL 2 | \$81.31 | \$83.51 | \$85.76 | \$88.08 | \$90.45 |
| SOFTWARE ENGINEER LEVEL 3 | \$100.76 | \$103.48 | \$106.27 | \$109.14 | \$112.09 |
| SOFTWARE ENGINEER LEVEL 4 | \$156.43 | \$160.66 | \$164.99 | \$169.45 | \$174.02 |
| STORAGE ENGINEER LEVEL 2 | \$104.79 | \$107.62 | \$110.52 | \$113.50 | \$116.57 |
| STORAGE ENGINEER LEVEL 3 | \$127.71 | \$131.16 | \$134.70 | \$138.33 | \$142.07 |
| SUBJECT MATTER EXPERT LEVEL 1 | \$152.14 | \$156.25 | \$160.47 | \$164.80 | \$169.25 |
| SUBJECT MATTER EXPERT LEVEL 2 | \$216.53 | \$222.38 | \$228.38 | \$234.55 | \$240.88 |
| SYSTEM ADMINISTRATOR LEVEL 2 | \$82.72 | \$84.95 | \$87.25 | \$89.60 | \$92.02 |
| SYSTEM ADMINISTRATOR LEVEL 3 | \$95.01 | \$97.58 | \$100.21 | \$102.92 | \$105.70 |
| SYSTEM ADMINISTRATOR LEVEL 4 | \$106.06 | \$108.92 | \$111.86 | \$114.88 | \$117.98 |
| SYSTEM ARCHITECT LEVEL 3 | \$132.57 | \$136.15 | \$139.83 | \$143.61 | \$147.48 |
| SYSTEMS ENGINEER LEVEL 1 | \$99.83 | \$102.52 | \$105.29 | \$108.14 | \$111.05 |
| SYSTEMS ENGINEER LEVEL 2 | \$108.35 | \$111.28 | \$114.28 | \$117.37 | \$120.54 |
| SYSTEMS ENGINEER LEVEL 3 | \$118.13 | \$121.32 | \$124.59 | \$127.95 | \$131.41 |
| SYSTEMS ENGINEER LEVEL 4 | \$140.97 | \$144.77 | \$148.68 | \$152.70 | \$156.82 |
| TECHNICAL WRITER/EDITOR LEVEL 1 | \$53.91 | \$55.37 | \$56.87 | \$58.40 | \$59.98 |
| TECHNICAL WRITER/EDITOR LEVEL 2 | \$57.45 | \$59.00 | \$60.60 | \$62.23 | \$63.91 |
| TRAINER LEVEL 2 | \$86.62 | \$88.96 | \$91.36 | \$93.83 | \$96.36 |
| WEB ARCHITECT LEVEL 2 | \$93.68 | \$96.21 | \$98.81 | \$101.48 | \$104.22 |
| WEB ARCHITECT LEVEL 3 | \$104.29 | \$107.11 | \$110.00 | \$112.97 | \$116.02 |
| WEB SOFTWARE DEVELOPER LEVEL 1 | \$64.96 | \$66.71 | \$68.51 | \$70.36 | \$72.26 |
| WEB SOFTWARE DEVELOPER LEVEL 2 | \$96.33 | \$98.93 | \$101.60 | \$104.35 | \$107.17 |
| WEB SOFTWARE DEVELOPER LEVEL 3 | \$112.24 | \$115.27 | \$118.38 | \$121.58 | \$124.86 |
| WEB SOFTWARE DEVELOPER LEVEL 4 | \$141.41 | \$145.23 | \$149.15 | \$153.18 | \$157.31 |

| CONTRACTOR SITE RATES | | | | | |
|------------------------------|---|---|---|---|---|
| Labor Categories | Year 1 07/28/16 to 07/27/17 | Year 2 07/28/17 to 07/27/18 | Year 3 07/28/18 to 07/27/19 | Year 4 07/28/19 to 07/27/20 | Year 5 07/28/20 to 07/27/21 |
| NETWORK ENGINEER LEVEL 4 | \$144.08 | \$147.97 | \$151.97 | \$156.07 | \$157.25 |
| PROJECT MANAGER LEVEL 3 | \$140.52 | \$144.32 | \$148.21 | \$152.22 | \$153.37 |
| SYSTEMS ENGINEER LEVEL 3 | \$134.34 | \$137.96 | \$141.69 | \$145.52 | \$146.61 |

Based on 2.7% annual escalation

54151S LABOR CATEGORY DESCRIPTIONS

The labor category definitions describe the functional responsibilities, education, and experience requirements for each labor category. These requirements are a guide to the types of experience and educational background of typical personnel in each labor category.

Education and experience may be substituted for each other. Each year of relevant experience may be substituted for 1 year of education, and vice versa. In addition, certifications and vocational technical training may be substituted for experience or education.

| Degree | Experience Equivalence* | Other Equivalence |
|-------------|---|---|
| Associate's | 1 year relevant experience | High School, vocational or technical training in work-related field |
| Bachelor's | Associate's degree + 2 years relevant experience or 4 years relevant experience | Certification |
| Master's | Bachelor's + 2 years relevant experience or Associate's + 4 years relevant experience | Certification |
| Doctorate | Master's + 2 years relevant experience or Bachelor's + 4 years relevant experience | |

*Successful completion of each year of higher education that has not yet resulted in a degree may be counted 1-for-1 for a year of experience.

Further, both parties recognize that, on occasion, there may be a need to waive the requirements in order to use the best individual for the task. Therefore, waivers to the education/experience requirements may be granted by either the task order contracting officer or contracting officer technical representative. If such a waiver is included in our proposal, award of said proposal shall be deemed a grant of the waiver.

| Labor Category | Minimum/ General Exp. & Years of Exp. | Educational Requirements | Functional Responsibility |
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| ADMINISTRATIVE SUPPORT ANALYST LEVEL 1 | 1 | Associates | Specific duties may include but are not limited to: provides administrative support such as assisting supervisors, managers, and higher graded administrative staff in managing the office’s administrative functions may include several of the following administrative areas: fiscal, human resource management, travel management, information systems, contract administration, office management, property, supply management, analysis support, logistics/phones management, building management, and assistance to customer procurement activity. |
| ADMINISTRATIVE SUPPORT ANALYST LEVEL 3 | 4 | Associates | Specific duties may include but are not limited to: provides administrative support such as assisting supervisors, managers, and higher graded administrative staff in managing the office’s administrative functions may include several of the following administrative areas: fiscal, human resource management, travel management, information systems, contract administration, office management, property, supply management, analysis support, logistics/phones management, building management, and assistance to customer procurement activity. |
| ANALYST PROGRAMMER LEVEL 1 | 1 | Associates | Specific duties may include but are not limited to: define and establish business and end-user requirements for existing and new application systems. Maintain good working relationship with end-user organizations and function as the end users’ representative on technology issues. Must have strong working knowledge of programming techniques and systems development life-cycle processes and is able to program a variety of functional requirements using scripting languages or programming skills. |
| ANALYST PROGRAMMER LEVEL 2 | 3 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: define and establish business and end-user requirements for existing and new application systems. Maintain good working relationship with end-user organizations and function as the end users’ representative on technology issues. Must have strong working knowledge of programming techniques and systems development life-cycle processes and is able to program a variety of functional requirements using scripting languages or programming skills. |
| ANALYST PROGRAMMER LEVEL 3 | 6 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: define and establish business and end-user requirements for existing and new application systems. Maintain good working relationship with end-user organizations and function as the end users’ representative on technology issues. Must have strong working knowledge of programming techniques and systems development life-cycle processes and is able to program a variety of functional requirements using scripting languages or programming skills. |

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| | | | programming skills. Senior level resources may additionally be responsible for mentoring and or supervisory duties, for maintaining relevant certifications, being involved in developing standard operating procedures or policy, or shaping strategic direction. |
| ANALYST PROGRAMMER LEVEL 4 | 10 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: define and establish business and end-user requirements for existing and new application systems. Maintain good working relationship with end-user organizations and function as the end users' representative on technology issues. Must have strong working knowledge of programming techniques and systems development life-cycle processes and is able to program a variety of functional requirements using scripting languages or programming skills. Senior level resources may additionally be responsible for mentoring and or supervisory duties, for maintaining relevant certifications, being involved in developing standard operating procedures or policy, or shaping strategic direction. |
| BIOINFORMATICIAN LEVEL 1 | 0 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: provide computer analysis of information, possibly associated with genomics, and derive knowledge from computer analysis of biological data, including but not limited to experimental results from various sources, patient statistics, and scientific literature. Perform research, including but not limited to bioinformatics, method development for storage, retrieval, and analysis of the data. Use techniques and concepts from informatics, statistics, mathematics, chemistry, biochemistry, and physics. |
| BIOINFORMATICIAN LEVEL 2 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: provide computer analysis of information, possibly associated with genomics, and derive knowledge from computer analysis of biological data, including but not limited to experimental results from various sources, patient statistics, and scientific literature. Perform research, including but not limited to bioinformatics, method development for storage, retrieval, and analysis of the data. Use techniques and concepts from informatics, statistics, mathematics, chemistry, biochemistry, and physics. |
| BIostatistician LEVEL 1 | 0 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: perform analysis specific to the study of living things. Interpret scientific data generated in the biology, public health and other health sciences. Distinguish between correlation and causation, and make valid inferences from known samples about the populations from which they were drawn. Apply statistical theory to real-world problems, practice designing and conducting biomedical experiments and clinical trials (experiments with human subjects), study related computational algorithms and display of data, and develop mathematical statistical theory. Advance knowledge in biology, health policy, clinical medicine, public health policy, health economics, proteomics, genomics, and other disciplines. Provide methodological mathematics expertise and collaborate with scientists and researchers to enhance life sciences data by bridging the gap between theory and practice. Evaluate data as |

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| | | | scientific evidence. May include the design and conduct of experiments, the mode and manner in which data are collected, the analysis of data, and the interpretation of results. |
| BIostatistician LEVEL 2 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: perform analysis specific to the study of living things. Interpret scientific data generated in the biology, public health and other health sciences. Distinguish between correlation and causation, and make valid inferences from known samples about the populations from which they were drawn. Apply statistical theory to real-world problems, practice designing and conducting biomedical experiments and clinical trials (experiments with human subjects), study related computational algorithms and display of data, and develop mathematical statistical theory. Advance knowledge in biology, health policy, clinical medicine, public health policy, health economics, proteomics, genomics, and other disciplines. Provide methodological mathematics expertise and collaborate with scientists and researchers to enhance life sciences data by bridging the gap between theory and practice. Evaluate data as scientific evidence. May include the design and conduct of experiments, the mode and manner in which data are collected, the analysis of data, and the interpretation of results. |
| BUSINESS ANALYST LEVEL 2 | 3 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: work directly with business unit personnel and assist in defining and establishing business and end-user requirements for existing and new application systems. Develop and maintain good working relationships with end-user organizations and represent end users' on technology needs. Apply management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine solutions based on client requirements with an IT services/solutions-based scope. Analyze operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employ process improvements and reengineering methodologies and principles for modernization of systems and projects. Create project plans to achieve performance-based objectives, enhancing implementation, systems and service. Provide integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. |
| CLINICAL SPECIALIST LEVEL 1 | 0 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: work with complex computerized records systems and maintain security and integrity. Generate and collect data and create summaries. Sort information, ensure screening, grouping, summarizing, transcribing, and coding. Assist in solving operational or data problems. Provide project support and design planning based on requirements. May review computerization, cleaning and auditing of clinical data and databases in compliance with standard operating procedures, client guidelines and regulatory agency |

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| | | | guidelines and validate data to ensure consistency, integrity and accuracy based on project specific guidelines. Query data inconsistencies in compliance with standard operating procedures. May support strategy for data cleaning and the design and programming of databases. May review and approve design, data review ground rules and database design according to Standard Operating procedures and protocol. |
| COMPUTER SECURITY SPECIALIST LEVEL 1 | 2 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: provide physical and electronic protection of data including but not limited to access control, intrusion detection, virus protection, certification, audit, incident response, security engineering, development and implementation of security policies and procedures. Provide technical expertise on the development and support of all activities, processes, and tools needed to protect information security. Gather and organize technical information about an organization's mission, goals and needs, existing security products, and ongoing programs, and perform risk analyses. |
| COMPUTER SECURITY SPECIALIST LEVEL 2 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: provide physical and electronic protection of data including but not limited to access control, intrusion detection, virus protection, certification, audit, incident response, security engineering, development and implementation of security policies and procedures. Provide technical expertise on the development and support of all activities, processes, and tools needed to protect information security. Gather and organize technical information about an organization's mission, goals and needs, existing security products, and ongoing programs, and perform risk analyses. |
| COMPUTER SECURITY SPECIALIST LEVEL 3 | 8 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: provide physical and electronic protection of data including but not limited to access control, intrusion detection, virus protection, certification, audit, incident response, security engineering, development and implementation of security policies and procedures. Provide technical expertise on the development and support of all activities, processes, and tools needed to protect information security. Gather and organize technical information about an organization's mission, goals and needs, existing security products, and ongoing programs, and perform risk analyses. Senior level resources may additionally be responsible for mentoring and or supervisory duties, for maintaining relevant certifications, being involved in developing standard operating procedures or policy, or shaping strategic direction. |
| CONSULTANT LEVEL 1 | 8 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: improve efficiency, increases productivity, and provides expert input and advice in area(s) of expertise. Act as liaison to facilitate efficient output and confers with the client to ensure project cooperation. Senior level resources may additionally be responsible for mentoring and or supervisory duties, for maintaining relevant certifications, being involved in developing standard operating procedures or policy, or shaping strategic direction. |

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| <p>CYBERSECURITY ANALYST LEVEL 1</p> | <p>4</p> | <p>Bachelors in Computer Science, Information management, Engineering or equivalent</p> | <p>Specific duties may include but are not limited to: assess security threats and risks involving client infrastructure. Support the timely delivery of monitoring services and support across multiple customers including troubleshooting and resolving security issues on behalf of clients. Address complex or difficult problems as needed. Monitor client networks for security events and alerts clients to potential (or active) threats, intrusions, and/or compromises. Understand the global threat landscape and track changes in this area. Conduct research on and map out response to emerging threats, including understanding the level of impact and exposure to our customers, proactively communicating to internal business unit staff and customers on a regular basis updates on emerging threats. Perform triage of service requests from internal teams, act as a subject matter expert for advanced technology, architecture and threat-related questions from internal staff.</p> |
| <p>DATA ANALYST LEVEL 1</p> | <p>2</p> | <p>Associates</p> | <p>Data analytics (DA) is the science of examining raw data with the purpose of drawing conclusions about that information. Data analytics is used in many industries to allow companies and organization to make better business decisions and in the sciences to verify or disprove existing models or theories. Big data analytics is the process of examining large data sets containing a variety of data types - i.e., big data - to uncover hidden patterns, unknown correlations, market trends, customer preferences and other useful business information</p> |
| <p>DATA CENTER MANAGER LEVEL 1</p> | <p>2</p> | <p>Bachelors in Computer Science, Information management, Engineering or equivalent</p> | <p>Provide Facilities Management for the Data Centers to include ensuring data centers are highly available by configuring, maintaining, and regularly testing uninterruptible power supplies and environmental monitoring systems. Ensuring HVAC systems are in operating condition, and under current service plans for preventative maintenance. Coordinating with System Administrators, ITB Staff, and end users of the Data Centers the physical layout, safety, orderly storage of supplies, maintain spare parts inventory, maintenance of contingency plans and other security related documentation and general cleanliness of facilities. The manager of data center operations is responsible for the ongoing management of the corporate data center environment. This individual ensures that production schedules are met and service levels maintained. The manager of data center operations establishes operational policies and procedures and is responsible for the physical security of all information and equipment housed in the data center. This position typically requires a bachelor's degree in a related area and at least eight years of experience in computer operations, with four years in a supervisory capacity. The manager of data center operations reports to the director of IT or, in some organizations, directly to the CIO.</p> |
| <p>DATABASE SPECIALIST LEVEL 1</p> | <p>1</p> | <p>Associates</p> | <p>Provide database administration support to maintain database server environment. Support includes but is not limited to the following: Installing and Upgrading</p> |

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| | | | database software, managing Storage properly, performing Backup and Recovery Duties, Establishing and Enforcing Standards, Transferring Data, Managing Data Replication, Creating and Managing Scheduled events/Jobs, and Support Developers in all aspect of database administration as directed. |
| DATABASE SPECIALIST LEVEL 2 | 3 | Associates | 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. Responsible for the management and maintenance of database environments. This individual also aids in the design and implementation of database systems and in providing guidance on the selection of appropriate database software. Also assists in identifying data sources and is responsible for the development of data flow diagrams and related documentation. This individual must have strong working knowledge of database management and programming techniques. |
| DATABASE SPECIALIST LEVEL 3 | 6 | Bachelors in Computer Science, Information management, Engineering or equivalent | 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. |
| NETWORK ADMINISTRATOR LEVEL 1 | 1 | Associates | Specific duties may include but are not limited to: design, organize, modify, install, and support computer systems. Design and install LANs, WANs, Internet and intranet systems, and network segments. Install and support LANs, WANs, network segments, Internet, and intranet systems. Analyze and isolate issues. Monitor networks to ensure security and availability to specific users. Evaluate and modify system's performance. Identify user needs. Determine network and system requirements. Maintain integrity of the network, server deployment, and security. Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations. Design and deploy networks. Perform network address assignment. Assign routing protocols and routing table configuration. Assign configuration of authentication and authorization of directory services. Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers. Maintain network servers such as file servers, VPNgateways, intrusion detection systems. Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches. |
| NETWORK ADMINISTRATOR LEVEL 2 | 3 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design, organize, modify, install, and support computer systems. Design and install LANs, WANs, Internet and intranet systems, and network segments. Install and support LANs, WANs, network segments, Internet, and intranet systems. Analyze and isolate issues. Monitor networks to ensure security and availability to specific users. Evaluate |

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| | | | and modify system's performance. Identify user needs. Determine network and system requirements. Maintain integrity of the network, server deployment, and security. Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations. Design and deploy networks. Perform network address assignment. Assign routing protocols and routing table configuration. Assign configuration of authentication and authorization of directory services. Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers. Maintain network servers such as file servers, VPNgateways, intrusion detection systems. Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches. |
| NETWORK ADMINISTRATOR LEVEL 3 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design, organize, modify, install, and support computer systems. Design and install LANs, WANs, Internet and intranet systems, and network segments. Install and support LANs, WANs, network segments, Internet, and intranet systems. Analyze and isolate issues. Monitor networks to ensure security and availability to specific users. Evaluate and modify system's performance. Identify user needs. Determine network and system requirements. Maintain integrity of the network, server deployment, and security. Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations. Design and deploy networks. Perform network address assignment. Assign routing protocols and routing table configuration. Assign configuration of authentication and authorization of directory services. Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers. Maintain network servers such as file servers, VPNgateways, intrusion detection systems. Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches. |
| NETWORK ADMINISTRATOR LEVEL 4 | 6 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design, organize, modify, install, and support computer systems. Design and install LANs, WANs, Internet and intranet systems, and network segments. Install and support LANs, WANs, network segments, Internet, and intranet systems. Analyze and isolate issues. Monitor networks to ensure security and availability to specific users. Evaluate and modify system's performance. Identify user needs. Determine network and system requirements. Maintain integrity of the network, server deployment, and security. Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations. Design and deploy networks. Perform network address assignment. Assign routing protocols and routing table configuration. Assign configuration of authentication and authorization of directory services. Maintain network facilities in individual machines, such as |

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| | | | drivers and settings of personal computers as well as printers. Maintain network servers such as file servers, VPNgateways, intrusion detection systems. Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches. |
| NETWORK ENGINEER LEVEL 1 | 1 | Associates | Specific duties may include but are not limited to: install and maintain computer communication networks. Ensures networks are running smoothly and upgrades networks to provide maximum performance. Install computer networks such as local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems. Install server hardware and software infrastructure. Set up user accounts and passwords. Monitor network usage and security. Manage email, spam, and virus protection. Ensure networks are running smoothly. Troubleshoot and restore systems after crashes. Retrieve forgotten passwords. Undertake routine preventative measures and implement, maintain and monitor network security. Ensure systems comply with industry standards. Keep internal networks running smoothly. Support administration of servers and server clusters. Manage system back up. Restore protocol. Document network problems. Support network and computing infrastructure. Install and maintain network services, equipment, and various devices. Oversee software security. |
| NETWORK ENGINEER LEVEL 2 | 3 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: install and maintain computer communication networks. Ensures networks are running smoothly and upgrades networks to provide maximum performance. Install computer networks such as local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems. Install server hardware and software infrastructure. Set up user accounts and passwords. Monitor network usage and security. Manage email, spam, and virus protection. Ensure networks are running smoothly. Troubleshoot and restore systems after crashes. Retrieve forgotten passwords. Undertake routine preventative measures and implement, maintain and monitor network security. Ensure systems comply with industry standards. Keep internal networks running smoothly. Support administration of servers and server clusters. Manage system back up. Restore protocol. Document network problems. Support network and computing infrastructure. Install and maintain network services, equipment, and various devices. Oversee software security. |
| NETWORK ENGINEER LEVEL 3 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: install and maintain computer communication networks. Ensures networks are running smoothly and upgrades networks to provide maximum performance. Install computer networks such as local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems. Install server hardware and software infrastructure. Set up user accounts and |

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| | | | passwords. Monitor network usage and security. Manage email, spam, and virus protection. Ensure networks are running smoothly. Troubleshoot and restore systems after crashes. Retrieve forgotten passwords. Undertake routine preventative measures and implement, maintain and monitor network security. Ensure systems comply with industry standards. Keep internal networks running smoothly. Support administration of servers and server clusters. Manage system back up. Restore protocol. Document network problems. Support network and computing infrastructure. Install and maintain network services, equipment, and various devices. Oversee software security. |
| NETWORK ENGINEER LEVEL 4 | 6 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: install and maintain computer communication networks. Ensures networks are running smoothly and upgrades networks to provide maximum performance. Install computer networks such as local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems. Install server hardware and software infrastructure. Set up user accounts and passwords. Monitor network usage and security. Manage email, spam, and virus protection. Ensure networks are running smoothly. Troubleshoot and restore systems after crashes. Retrieve forgotten passwords. Undertake routine preventative measures and implement, maintain and monitor network security. Ensure systems comply with industry standards. Keep internal networks running smoothly. Support administration of servers and server clusters. Manage system back up. Restore protocol. Document network problems. Support network and computing infrastructure. Install and maintain network services, equipment, and various devices. Oversee software security. |
| PROGRAM MANAGER LEVEL 1 | 6 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: serve as authorized interface with customer management personnel. Formulate and enforce work standards, assign contractor schedules, review work discrepancies, supervise contractor personnel and communicate policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall program/contract performance. Oversees all technical operations, prepares financial and budget reports, and tracks financial and contractual requirements. Responsible for cost and quality control. |
| PROJECT MANAGER LEVEL 1 | 1 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: develop requirements, outlines, budgets, and schedulers for information technology projects. Oversee all phases of project from conception to completion. Assist with upgrading information security. Manage team of consultants, programmers, developers, and analysts. Ensure project is completed within budget and on time. Manage projects through the project lifecycles of initiation, planning, execution and closure. Develop work-breakdown structures. Develop project tracking and variance reports. Assemble risk management plans and |

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| | | | work effort documents. Create project documentation. Provide risk assessment. Review estimates. Assess new opportunities. Prepare proposals. Flag potential issues. Manage multiple vendors. Utilize in-depth technical knowledge and business requirements to design and implement secure solutions to meet customer / client needs while protecting the corporation's assets. Develop security standards, procedures, and guidelines for multiple platforms. |
| PROJECT MANAGER LEVEL 2 | 3 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: develop requirements, outlines, budgets, and schedulers for information technology projects. Oversee all phases of project from conception to completion. Assist with upgrading information security. Manage team of consultants, programmers, developers, and analysts. Ensure project is completed within budget and on time. Manage projects through the project lifecycles of initiation, planning, execution and closure. Develop work-breakdown structures. Develop project tracking and variance reports. Assemble risk management plans and work effort documents. Create project documentation. Provide risk assessment. Review estimates. Assess new opportunities. Prepare proposals. Flag potential issues. Manage multiple vendors. Utilize in-depth technical knowledge and business requirements to design and implement secure solutions to meet customer / client needs while protecting the corporation's assets. Develop security standards, procedures, and guidelines for multiple platforms. |
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| PROJECT SUPPORT SPECIALIST LEVEL 1 | 0 | Associates | Specific duties may include but are not limited to: assist with project administration including budgeting and resource planning. Participate in project meetings. Assist in generating, maintaining, reviewing and communicating project progress by reviewing and analyzing project tracking weekly. Generates, tracks and resolves data queries and client issues. Identify site and data trends, and |

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| | | | recommends actions. Communicate and follow up on project tracking discrepancies. Create meeting agendas and minutes. Ensure the development and adherence to project timelines. Schedule and track completion of training. Serve as additional point of contact to client and stakeholders. Maintain client satisfaction. Maintains quality service and standards. |
| PROJECT SUPPORT SPECIALIST LEVEL 2 | 2 | Associates | Specific duties may include but are not limited to: assist with project administration including budgeting and resource planning. Participate in project meetings. Assist in generating, maintaining, reviewing and communicating project progress by reviewing and analyzing project tracking weekly. Generates, tracks and resolves data queries and client issues. Identify site and data trends, and recommends actions. Communicate and follow up on project tracking discrepancies. Create meeting agendas and minutes. Ensure the development and adherence to project timelines. Schedule and track completion of training. Serve as additional point of contact to client and stakeholders. Maintain client satisfaction. Maintains quality service and standards. |
| PROJECT SUPPORT SPECIALIST LEVEL 3 | 4 | Associates | Specific duties may include but are not limited to: assist with project administration including budgeting and resource planning. Participate in project meetings. Assist in generating, maintaining, reviewing and communicating project progress by reviewing and analyzing project tracking weekly. Generates, tracks and resolves data queries and client issues. Identify site and data trends, and recommends actions. Communicate and follow up on project tracking discrepancies. Create meeting agendas and minutes. Ensure the development and adherence to project timelines. Schedule and track completion of training. Serve as additional point of contact to client and stakeholders. Maintain client satisfaction. Maintains quality service and standards. |
| QUALITY ASSURANCE LEVEL 2 | 3 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: provides technical and administrative direction for software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards. Reviews program documentation to assure standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with appropriate personnel to ensure problem solution and user satisfaction. Prepares status reports and provide deliveries and presentations. Performs tests to isolate and solve issues. Analyzes results, and finds solutions to technical problems. |
| SCIENTIFIC PROGRAMMER LEVEL 1 | 2 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: develop code to support scientific analysis. Design coding standards, statistical reporting, and data analysis methodologies. Integrate data mining applications with existing systems. Analyze business user needs. Deploy data queries. Create data models and protocols for production databases. Develop data management policies and procedures. Research data mining products and services. Coordinate the creation of data queries. Test and |

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| | | | modify data mining services. Maintain change control and testing processes for modifications. Create data definitions for new database file/table development. Determine correct network components for data access. Develop routines for end users. Ensure secure and effective protection and integrity of data assets. Monitor stored procedures and execution time. Resolve performance issues. Provide guidance and supervise other members on the team. |
| SCIENTIFIC PROGRAMMER LEVEL 2 | 3 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: develop code to support scientific analysis. Design coding standards, statistical reporting, and data analysis methodologies. Integrate data mining applications with existing systems. Analyze business user needs. Deploy data queries. Create data models and protocols for production databases. Develop data management policies and procedures. Research data mining products and services. Coordinate the creation of data queries. Test and modify data mining services. Maintain change control and testing processes for modifications. Create data definitions for new database file/table development. Determine correct network components for data access. Develop routines for end users. Ensure secure and effective protection and integrity of data assets. Monitor stored procedures and execution time. Resolve performance issues. Provide guidance and supervise other members on the team. |
| SCIENTIFIC PROGRAMMER LEVEL 3 | 6 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: develop code to support scientific analysis. Design coding standards, statistical reporting, and data analysis methodologies. Integrate data mining applications with existing systems. Analyze business user needs. Deploy data queries. Create data models and protocols for production databases. Develop data management policies and procedures. Research data mining products and services. Coordinate the creation of data queries. Test and modify data mining services. Maintain change control and testing processes for modifications. Create data definitions for new database file/table development. Determine correct network components for data access. Develop routines for end users. Ensure secure and effective protection and integrity of data assets. Monitor stored procedures and execution time. Resolve performance issues. Provide guidance and supervise other members on the team. |
| SERVICE DESK DESKTOP SPECIALIST LEVEL 1 | 0 | Associates | Specific duties may include but are not limited to: provide technical assistance and support related to computer systems, hardware, or software. Respond to queries, runs diagnostic programs, isolates problem, and determines and implements solution. Provide technical assistance and in person or remote support for incoming queries and issues related to computer systems, software, and hardware. Respond to queries either in person or over the phone. Write training manuals. Train computer users. Maintain daily performance of computer systems. Support technology refreshes. Respond to email messages for |

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| | | | customers seeking help. Ask questions to determine nature of problem. Walk customer through problem-solving process. Install, modify, and repair computer hardware and software. Clean up computers. Run diagnostic programs to resolve problems. Relocate IT equipment including but not limited to desktop computers, printers, monitors, portable data storage devices and other peripherals. Resolve technical problems with local and wide area networks, and other systems. Install computer peripherals for users. Follow up with customers to ensure issue has been resolved. Gain feedback from customers about computer usage. |
| SERVICE DESK DESKTOP SPECIALIST LEVEL 2 | 2 | Associates | Specific duties may include but are not limited to: provide technical assistance and support related to computer systems, hardware, or software. Respond to queries, runs diagnostic programs, isolates problem, and determines and implements solution. Provide technical assistance and in person or remote support for incoming queries and issues related to computer systems, software, and hardware. Respond to queries either in person or over the phone. Write training manuals. Train computer users. Maintain daily performance of computer systems. Support technology refreshes. Respond to email messages for customers seeking help. Ask questions to determine nature of problem. Walk customer through problem-solving process. Install, modify, and repair computer hardware and software. Clean up computers. Run diagnostic programs to resolve problems. Relocate IT equipment including but not limited to desktop computers, printers, monitors, portable data storage devices and other peripherals. Resolve technical problems with local and wide area networks, and other systems. Install computer peripherals for users. Follow up with customers to ensure issue has been resolved. Gain feedback from customers about computer usage. |
| SERVICE DESK DESKTOP SPECIALIST LEVEL 3 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: provide technical assistance and support related to computer systems, hardware, or software. Respond to queries, runs diagnostic programs, isolates problem, and determines and implements solution. Provide technical assistance and in person or remote support for incoming queries and issues related to computer systems, software, and hardware. Respond to queries either in person or over the phone. Write training manuals. Train computer users. Maintain daily performance of computer systems. Support technology refreshes. Respond to email messages for customers seeking help. Ask questions to determine nature of problem. Walk customer through problem-solving process. Install, modify, and repair computer hardware and software. Clean up computers. Run diagnostic programs to resolve problems. Relocate IT equipment including but not limited to desktop computers, printers, monitors, portable data storage devices and other peripherals. Resolve technical problems with local and wide area networks, and other systems. Install computer peripherals for users. Follow up with customers to ensure issue has been |

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| | | | resolved. Gain feedback from customers about computer usage. |
| SERVICE DESK MANAGER LEVEL 1 | 2 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: define and monitor key performance indicators and develop reports to track progress. Manage service related documentation and training materials. Provide technical guidance and advanced training. Investigate and test new tools, systems and techniques to continually improve the service desk operations. Implement processes for service desk operations. Ensure delivery of service under service level agreements. Maintain documentation of processes and procedures and ensure adherence. Lead, delegate and coordination assigned project activities. Act as the escalation point for all service desk related issues. Provide training to service desk staff. Provide required reports. Ensure appropriate staffing levels at service desk to meet current program demand. Participate in change management activities. Develop and demonstrate an understanding of customer and business needs. Contribute to service improvement plans. |
| SERVICE DESK MANAGER LEVEL 2 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: define and monitor key performance indicators and develop reports to track progress. Manage service related documentation and training materials. Provide technical guidance and advanced training. Investigate and test new tools, systems and techniques to continually improve the service desk operations. Implement processes for service desk operations. Ensure delivery of service under service level agreements. Maintain documentation of processes and procedures and ensure adherence. Lead, delegate and coordination assigned project activities. Act as the escalation point for all service desk related issues. Provide training to service desk staff. Provide required reports. Ensure appropriate staffing levels at service desk to meet current program demand. Participate in change management activities. Develop and demonstrate an understanding of customer and business needs. Contribute to service improvement plans. |
| SERVICE DESK MANAGER LEVEL 3 | 8 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: define and monitor key performance indicators and develop reports to track progress. Manage service related documentation and training materials. Provide technical guidance and advanced training. Investigate and test new tools, systems and techniques to continually improve the service desk operations. Implement processes for service desk operations. Ensure delivery of service under service level agreements. Maintain documentation of processes and procedures and ensure adherence. Lead, delegate and coordination assigned project activities. Act as the escalation point for all service desk related issues. Provide training to service desk staff. Provide required reports. Ensure appropriate staffing levels at service desk to meet current program demand. Participate in change management activities. Develop and demonstrate an understanding of customer and business needs. Contribute to service improvement plans. |

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| SOFTWARE ENGINEER LEVEL 1 | 1 | Associates | Specific duties may include but are not limited to: design and develop software. Test software applications and systems. Apply knowledge of computing systems and software structure. Analyze users' needs. Create flowcharts, diagrams, and other documentation. Create manuals and instructions. Convert instructions into computer languages. Construct, deploy, and maintain general computer applications software or specialized utility programs. Use relevant programming languages. Create customized applications and develop databases. Coordinate the construction and maintenance of computer systems. Make suggestions regarding technical direction. Design and implement system security and data assurance. |
| SOFTWARE ENGINEER LEVEL 2 | 3 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design and develop software. Test software applications and systems. Apply knowledge of computing systems and software structure. Analyze users' needs. Create flowcharts, diagrams, and other documentation. Create manuals and instructions. Convert instructions into computer languages. Construct, deploy, and maintain general computer applications software or specialized utility programs. Use relevant programming languages. Create customized applications and develop databases. Coordinate the construction and maintenance of computer systems. Make suggestions regarding technical direction. Design and implement system security and data assurance. |
| SOFTWARE ENGINEER LEVEL 3 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design and develop software. Test software applications and systems. Apply knowledge of computing systems and software structure. Analyze users' needs. Create flowcharts, diagrams, and other documentation. Create manuals and instructions. Convert instructions into computer languages. Construct, deploy, and maintain general computer applications software or specialized utility programs. Use relevant programming languages. Create customized applications and develop databases. Coordinate the construction and maintenance of computer systems. Make suggestions regarding technical direction. Design and implement system security and data assurance. |
| SOFTWARE ENGINEER LEVEL 4 | 6 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design and develop software. Test software applications and systems. Apply knowledge of computing systems and software structure. Analyze users' needs. Create flowcharts, diagrams, and other documentation. Create manuals and instructions. Convert instructions into computer languages. Construct, deploy, and maintain general computer applications software or specialized utility programs. Use relevant programming languages. Create customized applications and develop databases. Coordinate the construction and maintenance of computer systems. Make suggestions regarding technical direction. Design and implement system security and data assurance. |

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| STORAGE ENGINEER LEVEL 2 | 3 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: provide support of basic storage for shared data and subsystems. Support implementation of cost effective, high performance, and highly available storage solutions. Provide storage administration. Perform storage data backups per established policies and standards. Perform audits on data backups based on industry best practices to ensure data backup integrity and document the results of audits. Perform and develop disaster recovery tests. Analyze and recommend data security standards and maintain storage data security. Maintain ad hoc storage data infrastructure as needed. Perform analyses on scalability of data storage. Perform data storage audits for data file moves, data file creates, data file deletes, and data file modifications. Provide strategic planning support for growth and optimization of storage. |
| STORAGE ENGINEER LEVEL 3 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: provide support of basic storage for shared data and subsystems. Support implementation of cost effective, high performance, and highly available storage solutions. Provide storage administration. Perform storage data backups per established policies and standards. Perform audits on data backups based on industry best practices to ensure data backup integrity and document the results of audits. Perform and develop disaster recovery tests. Analyze and recommend data security standards and maintain storage data security. Maintain ad hoc storage data infrastructure as needed. Perform analyses on scalability of data storage. Perform data storage audits for data file moves, data file creates, data file deletes, and data file modifications. Provide strategic planning support for growth and optimization of storage. |
| SUBJECT MATTER EXPERT LEVEL 1 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: provide technical knowledge, analysis, risk assessment and advice on moderately complex problems and user needs that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific requirements, advanced principles and methods to exceptionally difficult and narrowly defined technical problems. Recommend and or manage system improvements, optimization, development, and/or maintenance in the specialty area. Identify resources required for each task. Possess requisite knowledge and expertise and be recognized in the professional community. |
| SUBJECT MATTER EXPERT LEVEL 2 | 4 | Master's | Specific duties may include but are not limited to: provide technical knowledge, analysis, risk assessment and advice on moderately complex problems and user needs that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific requirements, advanced principles and methods to exceptionally difficult and narrowly defined technical problems. Recommend and or manage system improvements, optimization, development, and/or |

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| | | | maintenance in the specialty area. Identify resources required for each task. Possess requisite knowledge and expertise and be recognized in the professional community. |
| SYSTEM ADMINISTRATOR LEVEL 2 | 3 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design, organize, modify, install, maintain integrity of, and support a computer and network systems. Maintain and monitor system efficiency, performance, security and availability. Ensure design of system allows all components to work properly together. Identify and troubleshoot problems reported by users. Make recommendations for future upgrades. Analyze and isolate issues. Ensure network connectivity is on par with technical considerations. Support configuration and authentication requirements. Maintain and administer network servers, peripherals, routers, switches, firewalls, software deployment, security updates and patches. |
| SYSTEM ADMINISTRATOR LEVEL 3 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design, organize, modify, install, maintain integrity of, and support a computer and network systems. Maintain and monitor system efficiency, performance, security and availability. Ensure design of system allows all components to work properly together. Identify and troubleshoot problems reported by users. Make recommendations for future upgrades. Analyze and isolate issues. Ensure network connectivity is on par with technical considerations. Support configuration and authentication requirements. Maintain and administer network servers, peripherals, routers, switches, firewalls, software deployment, security updates and patches. |
| SYSTEM ADMINISTRATOR LEVEL 4 | 6 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design, organize, modify, install, maintain integrity of, and support a computer and network systems. Maintain and monitor system efficiency, performance, security and availability. Ensure design of system allows all components to work properly together. Identify and troubleshoot problems reported by users. Make recommendations for future upgrades. Analyze and isolate issues. Ensure network connectivity is on par with technical considerations. Support configuration and authentication requirements. Maintain and administer network servers, peripherals, routers, switches, firewalls, software deployment, security updates and patches. |
| SYSTEM ARCHITECT LEVEL 3 | 6 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: map, design, and understand end-to-end dataflow. Ensure that technical requirements are met, as they relate to the applications and system software components. Ensure adherence to best practices in application/software integration. Ensure that the various levels of tests cover all aspects of application/software integration. Ensure that documentation on interfacing and integration is correct and complete. Ensure that all subsystems meet all software related requirements. Ensure that the software used on the program is under strict version control and that all changes are well documented. Implement security test processes and identify, highlight and provide vulnerability |

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| | | | remediation guidance. Track and resolve issues. Assist with strategic initiatives. |
| SYSTEMS ENGINEER LEVEL 1 | 1 | Associates | Specific duties may include but are not limited to: design, construct, maintain, and expand computer systems. Identify and analyze user needs and recommend technical direction. Design and implement system security and data assurance. Configure and install computer systems and design and develop software. Test software applications and systems. Create flowcharts, diagrams, manuals and other documentation. Follows development life cycle. Supports technology refreshes. Monitor system performance. Troubleshoot at the network level. Follows standards and protocols. Participates in planning design and technical reviews. Provide performance reports. |
| SYSTEMS ENGINEER LEVEL 2 | 3 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design, construct, maintain, and expand computer systems. Identify and analyze user needs and recommend technical direction. Design and implement system security and data assurance. Configure and install computer systems and design and develop software. Test software applications and systems. Create flowcharts, diagrams, manuals and other documentation. Follows development life cycle. Supports technology refreshes. Monitor system performance. Troubleshoot at the network level. Follows standards and protocols. Participates in planning design and technical reviews. Provide performance reports. |
| SYSTEMS ENGINEER LEVEL 3 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design, construct, maintain, and expand computer systems. Identify and analyze user needs and recommend technical direction. Design and implement system security and data assurance. Configure and install computer systems and design and develop software. Test software applications and systems. Create flowcharts, diagrams, manuals and other documentation. Follows development life cycle. Supports technology refreshes. Monitor system performance. Troubleshoot at the network level. Follows standards and protocols. Participates in planning design and technical reviews. Provide performance reports. |
| SYSTEMS ENGINEER LEVEL 4 | 6 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design, construct, maintain, and expand computer systems. Identify and analyze user needs and recommend technical direction. Design and implement system security and data assurance. Configure and install computer systems and design and develop software. Test software applications and systems. Create flowcharts, diagrams, manuals and other documentation. Follows development life cycle. Supports technology refreshes. Monitor system performance. Troubleshoot at the network level. Follows standards and protocols. Participates in planning design and technical reviews. Provide performance reports. |
| TECHNICAL WRITER/EDITOR LEVEL 1 | 0 | Associates | Specific duties may include but are not limited to: develops, drafts, revises, and edits reports, articles, manuals, specifications, presentation materials, and other technical documents, using rough outlines and materials. Interprets information obtained through research and provided by technical specialists. Applies knowledge of |

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| | | | documentation content and format standards to prepare, edit, and publish technical materials. |
| TECHNICAL WRITER/EDITOR LEVEL 2 | 2 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: develops, drafts, revises, and edits reports, articles, manuals, specifications, presentation materials, and other technical documents, using rough outlines and materials. Interprets information obtained through research and provided by technical specialists. Applies knowledge of documentation content and format standards to prepare, edit, and publish technical materials. |
| TRAINER LEVEL 2 | 4 | Associates | Specific duties may include but are not limited to: prepare and conduct training programs. Assess training needs and certification requirements. Prepare training material and classroom agenda, including computer based or multimedia curriculum. Ensure the quality and consistency of course content throughout a course life cycle. Manage the training program in accordance with client needs. |
| WEB ARCHITECT LEVEL 2 | 4 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: lead the architecture, design and development of key system and technology initiatives. Provide solution design, coding and development as needed. Ensure architecture aligns to platforms. Participate in technical meetings throughout lifecycle. Define engineering strategy related to scale, performance, security, and usability. Apply knowledge of web development languages, frameworks and databases. |
| WEB ARCHITECT LEVEL 3 | 6 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: lead the architecture, design and development of key system and technology initiatives. Provide solution design, coding and development as needed. Ensure architecture aligns to platforms. Participate in technical meetings throughout lifecycle. Define engineering strategy related to scale, performance, security, and usability. Apply knowledge of web development languages, frameworks and databases. |
| WEB SOFTWARE DEVELOPER LEVEL 1 | 0 | Associates | Specific duties may include but are not limited to: design, maintain and ensure web sites functionality and availability. Tests and improves upon speed of access. Ensure the web servers, hardware and software are operating. Examine and analyze site traffic. Utilize relevant scripting languages. Configure web servers and support administration. Create and modify appearance, content and setting of site. Collaborate with stakeholders regarding site design. |
| WEB SOFTWARE DEVELOPER LEVEL 2 | 3 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design, maintain and ensure web sites functionality and availability. Tests and improves upon speed of access. Ensure the web servers, hardware and software are operating. Examine and analyze site traffic. Utilize relevant scripting languages. Configure web servers and support administration. Create and modify appearance, content and setting of site. Collaborate with stakeholders regarding site design. |

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| WEB SOFTWARE DEVELOPER LEVEL 3 | 5 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design, maintain and ensure web sites functionality and availability. Tests and improves upon speed of access. Ensure the web servers, hardware and software are operating. Examine and analyze site traffic. Utilize relevant scripting languages. Configure web servers and support administration. Create and modify appearance, content and setting of site. Collaborate with stakeholders regarding site design. |
| WEB SOFTWARE DEVELOPER LEVEL 4 | 7 | Bachelors in Computer Science, Information management, Engineering or equivalent | Specific duties may include but are not limited to: design, maintain and ensure web sites functionality and availability. Tests and improves upon speed of access. Ensure the web servers, hardware and software are operating. Examine and analyze site traffic. Utilize relevant scripting languages. Configure web servers and support administration. Create and modify appearance, content and setting of site. Collaborate with stakeholders regarding site design. |

54151HEAL LABOR CATEGORY RATES

| Digicon GSA Multiple Award Schedule Base Period Pricing | | | | | |
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| GOVERNMENT SITE RATES | | | | | |
| Labor Categories | Year 1 07/28/16 to 07/27/17 | Year 2 07/28/17 to 07/27/18 | Year 3 07/28/18 to 07/27/19 | Year 4 07/28/19 to 07/27/20 | Year 5 07/28/20 to 07/27/21 |
| BIOINFORMATICS ANALYST LEVEL 1 | | | \$57.84 | \$59.40 | \$61.00 |
| BIOINFORMATICS ANALYST LEVEL 2 | | | \$84.00 | \$86.27 | \$88.60 |
| BIostatistician/statistician LEVEL 1 | | | \$57.84 | \$59.40 | \$61.00 |
| BIostatistician/statistician LEVEL 2 | | | \$94.82 | \$97.38 | \$100.01 |
| HEALTH DATA ANALYST LEVEL 2 | | | \$85.35 | \$87.65 | \$90.02 |
| HIT APPLICATIONS ANALYST LEVEL 1 | | | \$62.49 | \$64.18 | \$65.91 |
| HIT APPLICATIONS ANALYST LEVEL 2 | | | \$86.68 | \$89.02 | \$91.42 |
| HIT APPLICATIONS ANALYST LEVEL 3 | | | \$104.70 | \$107.53 | \$110.43 |
| HIT BUSINESS ANALYST LEVEL 1 | | | \$66.50 | \$68.30 | \$70.14 |
| HIT BUSINESS ANALYST LEVEL 2 | | | \$103.79 | \$106.59 | \$109.47 |
| HIT COMPUTER SECURITY SPECIALIST LEVEL 1 | | | \$57.59 | \$59.14 | \$60.74 |
| HIT COMPUTER SECURITY SPECIALIST LEVEL 2 | | | \$108.95 | \$111.89 | \$114.91 |
| HIT COMPUTER SECURITY SPECIALIST LEVEL 3 | | | \$157.18 | \$161.42 | \$165.78 |
| HIT CONSULTANT LEVEL 1 | | | \$153.64 | \$157.79 | \$162.05 |
| HIT CONSULTANT LEVEL 2 | | | \$165.73 | \$170.20 | \$174.80 |
| HIT DATA CENTER MANAGER LEVEL 2 | | | \$116.19 | \$119.33 | \$122.55 |
| HIT DATA CENTER TECH LEVEL 1 | | | \$50.18 | \$51.53 | \$52.92 |
| HIT DATA CENTER TECH LEVEL 2 | | | \$82.76 | \$84.99 | \$87.28 |
| HIT DATABASE SPECIALIST LEVEL 1 | | | \$60.09 | \$61.71 | \$63.38 |
| HIT DATABASE SPECIALIST LEVEL 2 | | | \$101.40 | \$104.14 | \$106.95 |
| HIT DATABASE SPECIALIST LEVEL 3 | | | \$124.44 | \$127.80 | \$131.25 |
| HIT DESKTOP SUPPORT MANAGER LEVEL 1 | | | \$82.78 | \$85.02 | \$87.32 |
| HIT DOCUMENTATION SPECIALIST LEVEL 1 | | | \$60.81 | \$62.45 | \$64.14 |
| HIT HELP DESK SPECIALIST LEVEL 1 | | | \$46.93 | \$48.20 | \$49.50 |
| HIT HELP DESK SPECIALIST LEVEL 2 | | | \$55.62 | \$57.12 | \$58.66 |
| HIT HELP DESK SPECIALIST LEVEL 3 | | | \$60.44 | \$62.07 | \$63.75 |
| HIT MASS STORAGE ADMINISTRATOR LEVEL 2 | | | \$104.74 | \$107.57 | \$110.47 |
| HIT MASS STORAGE ADMINISTRATOR LEVEL 3 | | | \$124.44 | \$127.80 | \$131.25 |
| HIT PROGRAM DIRECTOR LEVEL 3 | | | \$224.02 | \$230.07 | \$236.28 |
| HIT PROGRAM MANAGER LEVEL 2 | | | \$142.94 | \$146.80 | \$150.76 |
| HIT PROJECT COORDINATOR LEVEL 1 | | | \$57.10 | \$58.64 | \$60.22 |
| HIT PROJECT COORDINATOR LEVEL 2 | | | \$74.92 | \$76.94 | \$79.02 |
| HIT PROJECT COORDINATOR LEVEL 3 | | | \$90.22 | \$92.66 | \$95.16 |
| HIT PROJECT MANAGER LEVEL 1 | | | \$107.27 | \$110.17 | \$113.14 |
| HIT PROJECT MANAGER LEVEL 2 | | | \$128.35 | \$131.82 | \$135.38 |

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| HIT PROJECT MANAGER LEVEL 3 | | | \$145.09 | \$149.01 | \$153.03 |
| HIT SCIENTIFIC PROGRAMMER LEVEL 1 | | | \$82.51 | \$84.74 | \$87.03 |
| HIT SCIENTIFIC PROGRAMMER LEVEL 2 | | | \$103.08 | \$105.86 | \$108.72 |
| HIT SCIENTIFIC PROGRAMMER LEVEL 3 | | | \$128.35 | \$131.82 | \$135.38 |
| HIT SOFTWARE/ PROGRAMMER/ANALYST LEVEL 1 | | | \$73.62 | \$75.61 | \$77.65 |
| HIT SOFTWARE/ PROGRAMMER/ANALYST LEVEL 2 | | | \$110.45 | \$113.43 | \$116.49 |
| HIT SOFTWARE/ PROGRAMMER/ANALYST LEVEL 3 | | | \$148.12 | \$152.12 | \$156.23 |
| HIT SUBJECT MATTER EXPERT LEVEL 1 | | | \$118.90 | \$122.11 | \$125.41 |
| HIT SUBJECT MATTER EXPERT LEVEL 2 | | | \$128.50 | \$131.97 | \$135.53 |
| HIT SUBJECT MATTER EXPERT LEVEL 3 | | | \$196.23 | \$201.53 | \$206.97 |
| HIT SYSTEM ADMINISTRATOR LEVEL 1 | | | \$106.98 | \$109.87 | \$112.84 |
| HIT SYSTEM ADMINISTRATOR LEVEL 2 | | | \$119.41 | \$122.63 | \$125.94 |
| HIT SYSTEM ADMINISTRATOR LEVEL 3 | | | \$153.64 | \$157.79 | \$162.05 |
| HIT SYSTEMS INFORMATION ARCHITECT LEVEL 2 | | | \$137.99 | \$141.72 | \$145.55 |
| RESEARCH SUPPORT SPECIALIST LEVEL 2 | | | \$97.96 | \$100.60 | \$103.32 |

54151HEAL LABOR CATEGORY DESCRIPTIONS

The labor category definitions describe the functional responsibilities, education, and experience requirements for each labor category. These requirements are a guide to the types of experience and educational background of typical personnel in each labor category.

Education and experience may be substituted for each other. Each year of relevant experience may be substituted for 1 year of education, and vice versa. In addition, certifications and vocational technical training may be substituted for experience or education.

| Degree | Experience Equivalence* | Other Equivalence |
|-------------|---|---|
| Associate's | 1 year relevant experience | High School, vocational or technical training in work-related field |
| Bachelor's | Associate's degree + 2 years relevant experience or 4 years relevant experience | Certification |
| Master's | Bachelor's + 2 years relevant experience or Associate's + 4 years relevant experience | Certification |
| Doctorate | Master's + 2 years relevant experience or Bachelor's + 4 years relevant experience | |

* Successful completion of each year of higher education that has not yet resulted in a degree may be counted 1-for-1 for a year of experience.

Further, both parties recognize that, on occasion, there may be a need to waive the requirements in order to use the best individual for the task. Therefore, waivers to the education/experience requirements may be granted by either the task order contracting officer or contracting officer technical representative. If such a waiver is included in our proposal, award of said proposal shall be deemed a grant of the waiver.

| Labor Category | Minimum/ General Exp. & Years of Exp. | Educational Requirements | Functionality Responsibility (Summary) |
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| BIOINFORMATICS ANALYST LEVEL 1 | 2 | BS in biology, computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: providing computer analysis of information, possibly associated with genomics, and deriving knowledge from computer analysis of biological data, including, but not limited to, experimental results from various sources, patient statistics, and scientific literature; performing research, including, but not limited to, bioinformatics, method development for storage, retrieval, and analysis of the data; and use techniques and concepts from informatics, statistics, mathematics, chemistry, biochemistry, and physics. |
| BIOINFORMATICS ANALYST LEVEL 2 | 5 | MS degree in life sciences, bioinformatics, computer science, epidemiology, or other applied science | Specific duties may include, but are not limited to: providing computer analysis of information, possibly associated with genomics, and deriving knowledge from computer analysis of biological data, including, but not limited to, experimental results from various sources, patient statistics, and scientific literature; performing research, including, but not limited to, bioinformatics, method development for storage, retrieval, and analysis of the data; and use techniques and concepts from informatics, statistics, mathematics, chemistry, biochemistry, and physics. |
| BIOSTATISTICIAN/S TATISTICIAN LEVEL 1 | 2 | BA/BS in statistics, bioinformatics, information management, engineering, or equivalent | Specific duties may include, but are not limited to: performing analysis specific to the study of living things; interpreting scientific data generated in biology, public health, and other health sciences; distinguishing between correlation and causation and making valid inferences from known samples about the populations from which they were drawn; applying statistical theory to real-world problems; practice designing and conducting biomedical experiments and clinical trials (experiments with human subjects), study-related computational algorithms and display of data, and developing mathematical statistical theory; advancing knowledge in biology, health policy, clinical medicine, public health policy, health economics, proteomics, genomics, and other disciplines; providing methodological mathematics expertise and collaborating with scientists and researchers to enhance life sciences data by bridging the gap between theory and practice; and evaluating data as scientific evidence, which may include the design and conducting of experiments, the mode and manner in which data are collected, the analysis of data, and the interpretation of results. |
| BIOSTATISTICIAN/S TATISTICIAN LEVEL 2 | 5 | MS in statistics, bioinformatics, or equivalent | Specific duties may include, but are not limited to: performing analysis specific to the study of living things; interpreting scientific data generated in biology, public health, and other health sciences; distinguishing between correlation and causation and making valid inferences from known samples about the populations from which they were drawn; applying statistical theory to real-world problems; practice designing and conducting biomedical |

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| | | | experiments and clinical trials (experiments with human subjects), study-related computational algorithms and display of data, and developing mathematical statistical theory; advancing knowledge in biology, health policy, clinical medicine, public health policy, health economics, proteomics, genomics, and other disciplines; providing methodological mathematics expertise and collaborating with scientists and researchers to enhance life sciences data by bridging the gap between theory and practice; and evaluating data as scientific evidence, which may include the design and conducting of experiments, the mode and manner in which data are collected, the analysis of data, and the interpretation of results. |
| HEALTH DATA ANALYST LEVEL 2 | 5 | BA/BS in computer science, applied science, or related discipline | Specific duties may include, but are not limited to: providing high-level expertise in applicable public health disciplines to collect, abstract, code, analyze, or interpret health data contained within information systems and databases; overseeing and developing data management systems, including computer programs to monitor data quality such as SAS, Microsoft Access, and Microsoft Excel; analyzing data for reports, presentations, and publications; assisting in the review of study data for data quality; organizing study files, including data and correspondence files, using common word processing software; performing scientific, medical, and research literature searches; and preparing slides for presentations. |
| HIT APPLICATIONS ANALYST LEVEL 1 | 2 | BS in computer science or related discipline | Specific duties may include, but are not limited to: coordinating with health IT application vendors/developers on the installation and maintenance of scientific and medical applications; providing system administration for various medical and scientific applications; and serving as Tier 2 and/or Tier 3 help desk support for instrumentation and applications. |
| HIT APPLICATIONS ANALYST LEVEL 2 | 3 | BS in computer science or related discipline | Specific duties may include, but are not limited to: coordinating with health IT application vendors/developers on the installation and maintenance of scientific and medical applications; providing system administration for various medical and scientific applications; and serving as Tier 2 and/or Tier 3 help desk support for instrumentation and applications. |
| HIT APPLICATIONS ANALYST LEVEL 3 | 5 | BS in computer science or related discipline | Specific duties may include, but are not limited to: coordinating with health IT application vendors/developers on the installation and maintenance of scientific and medical applications; providing system administration for various medical and scientific applications; and serving as Tier 3 help desk support for instrumentation and applications and specialized Tier 3 medical and scientific support. |
| HIT BUSINESS ANALYST LEVEL 1 | 2 | BA/BS in computer science, applied science, or related discipline | Specific duties may include, but are not limited to: providing expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements for health IT initiatives; providing expertise in change management and training support; providing organizational and strategic planning for a wide variety of technical and functional environments; and providing |

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| | | | expertise in, but not limited to, configuration management, strategic planning, knowledge management, business analysis, and technical analysis. |
| HIT BUSINESS ANALYST LEVEL 2 | 5 | BA/BS in computer science, applied science, or related discipline | Specific duties may include, but are not limited to: providing expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements for health IT initiatives; providing expertise in change management and training support; providing organizational and strategic planning for a wide variety of technical and functional environments; and providing expertise in, but not limited to, configuration management, strategic planning, knowledge management, business analysis, and technical analysis. |
| HIT COMPUTER SECURITY SPECIALIST LEVEL 1 | 2 | Bachelors in computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: providing health IT physical and electronic protection of healthcare data, including, but not limited to, access control, intrusion detection, virus protection, certification, audit, incident response, security engineering, and development and implementation of security policies and procedures; providing technical expertise on the development and support of all activities, processes, and tools needed to protect information security; gathering and organizing technical information about an organization's mission, goals and needs, existing security products, and ongoing programs; and performing risk analyses. Recommended expertise includes knowledge of healthcare, scientific research, or clinical physician practices. Experience includes industry-recognized security certifications (Security+, CISA, CISSP, or other) and knowledge of health IT industry-recognized security concepts, regulatory agencies, and security best practices. Demonstrated ability to work with business and IT stakeholders to develop enterprise-level design assurance meeting the business needs and understanding of key InfoSec concepts, regulations, and frameworks (i.e., ARRA/HITECH, HIPAA, PII, NIST, ISO). |
| HIT COMPUTER SECURITY SPECIALIST LEVEL 2 | 5 | Bachelors in computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: providing health IT physical and electronic protection of healthcare data, including, but not limited to, access control, intrusion detection, virus protection, certification, audit, incident response, security engineering, and development and implementation of security policies and procedures; providing technical expertise on the development and support of all activities, processes, and tools needed to protect information security; gathering and organizing technical information about an organization's mission, goals and needs, existing security products, and ongoing programs; and performing risk analyses. Recommended expertise includes knowledge of healthcare, scientific research, or clinical physician practices. Experience includes industry-recognized security certifications (Security+, CISA, CISSP, or other) and knowledge of health IT industry-recognized security concepts, regulatory agencies, and security best practices. Demonstrated ability to work with business and IT |

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| | | | stakeholders to develop enterprise-level design assurance meeting the business needs and understanding of key InfoSec concepts, regulations, and frameworks (i.e., ARRA/HITECH, HIPAA, PII, NIST, ISO). |
| HIT COMPUTER SECURITY SPECIALIST LEVEL 3 | 8 | Bachelors in computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: providing health IT physical and electronic protection of healthcare data, including, but not limited to, access control, intrusion detection, virus protection, certification, audit, incident response, security engineering, and development and implementation of security policies and procedures; providing technical expertise on the development and support of all activities, processes, and tools needed to protect information security; gathering and organizing technical information about an organization's mission, goals and needs, existing security products, and ongoing programs; and performing risk analyses. Recommended expertise includes knowledge of healthcare, scientific research, or clinical physician practices. Experience includes industry-recognized security certifications (Security+, CISA, CISSP, or other) and knowledge of health IT industry-recognized security concepts, regulatory agencies, and security best practices. Demonstrated ability to work with business and IT stakeholders to develop enterprise-level design assurance meeting the business needs and understanding of key InfoSec concepts, regulations, and frameworks (i.e., ARRA/HITECH, HIPAA, PII, NIST, ISO). May additionally be responsible for mentoring and or supervisory duties, being involved in developing standard operating procedures or policy, or shaping strategic direction. |
| HIT CONSULTANT LEVEL 1 | 5 | Bachelors in computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: improving efficiency, increasing productivity, and providing expert input and advice in area(s) of health IT expertise; and acting as a liaison to facilitate efficient output and confer with the client to ensure project cooperation. Senior-level resources may additionally be responsible for mentoring or supervisory duties, maintaining relevant certifications, being involved in developing SOPs or policy, and/or shaping strategic direction. |
| HIT CONSULTANT LEVEL 2 | 8 | BS in computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: improving efficiency, increasing productivity, and providing expert input and advice in area(s) of health IT expertise; and acting as a liaison to facilitate efficient output and confer with the client to ensure project cooperation. Senior-level resources may additionally be responsible for mentoring or supervisory duties, maintaining relevant certifications, being involved in developing SOPs or policy, and/or shaping strategic direction. |

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| <p>HIT DATA CENTER MANAGER LEVEL 2</p> | <p>8 plus 4 years supervisory</p> | <p>Bachelors in computer science, information management, engineering, or equivalent</p> | <p>Specific duties include, but are not limited to: managing data centers, to include ensuring high availability by configuring, maintaining, and regularly testing uninterruptible power supplies and environmental monitoring systems; ensuring HVAC systems are in operating condition and under current service plans for preventative maintenance; coordinating with system administrators and end users of the data centers on the physical layout, safety, orderly storage of supplies, maintenance of spare parts inventory, maintenance of contingency plans and other security-related documentation, and general cleanliness of facilities; and providing management of data center operations, ensuring production schedules are met and service levels are maintained. Position serves in a supervisory capacity.</p> |
| <p>HIT DATA CENTER TECH LEVEL 1</p> | <p>2</p> | <p>Associates degree</p> | <p>Specific duties include, but are not limited to: supporting the day-to-day operations of a data center supporting a healthcare and/or scientific research organization, to include monitoring system components; configuring, maintaining, and regularly testing uninterruptible power supplies and environmental monitoring systems; ensuring HVAC systems are in operating condition and under current service plans for preventative maintenance; and overseeing orderly storage of supplies, maintenance of spare parts inventory, new equipment, maintenance of operating procedures and security-related documentation, and general cleanliness of facilities.</p> |
| <p>HIT DATA CENTER TECH LEVEL 2</p> | <p>4</p> | <p>Bachelors in computer science, information management, engineering, or equivalent</p> | <p>Specific duties include, but are not limited to: supporting the day-to-day operations of a data center supporting a healthcare and/or scientific research organization, to include monitoring system components; configuring, maintaining, and regularly testing uninterruptible power supplies and environmental monitoring systems; ensuring HVAC systems are in operating condition and under current service plans for preventative maintenance; and overseeing orderly storage of supplies, maintenance of spare parts inventory, new equipment, maintenance of operating procedures and security-related documentation, and general cleanliness of facilities. May serve as a lead on data center projects.</p> |
| <p>HIT DATABASE SPECIALIST LEVEL 1</p> | <p>2</p> | <p>BS in computer science, information management, engineering, or equivalent</p> | <p>Specific duties include, but are not limited to: supporting the development of health IT database projects in either a scientific or healthcare setting; providing database design, including building, securing, and maintaining database servers; monitoring database performance and performing tuning measures; participating on project teams to ensure database requirements are fulfilled; maintaining operating procedures; and supporting end user requests for analysis and queries on data warehouses and other database technology. Multi-platform database environment experience includes, but is not limited to, Oracle, MS SQL, and other relational and non-relational database products required to serve health IT applications.</p> |

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| HIT DATABASE SPECIALIST LEVEL 2 | 5 | BS in computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: managing the development of health IT database projects; planning and budgeting staff and database resources and, when necessary, reallocating resources to maximize benefits; preparing and delivering presentations on database management system concepts; and providing daily supervision and direction to support staff. |
| HIT DATABASE SPECIALIST LEVEL 3 | 8 | BS in computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: managing the development of health IT database projects; planning and budgeting staff and database resources and, when necessary, reallocating resources to maximize benefits; preparing and delivering presentations on database management system concepts; and providing daily supervision and direction to support staff. |
| HIT DESKTOP SUPPORT MANAGER LEVEL 1 | 4 | Bachelors in computer science, information management, engineering, or equivalent | Specific duties in a healthcare or scientific research setting may include, but are not limited to: defining and monitoring key performance indicators and developing reports to track progress; managing service-related documentation and training materials; providing technical guidance and advanced training; investigating and testing new tools, systems, and techniques to continually improve the desktop support operations; implementing processes for desktop support operations; ensuring delivery of service under service level agreements; maintaining documentation of processes and procedures and ensuring adherence; leading, delegating, and coordinating assigned project activities; acting as the escalation point for all desktop support-related issues; providing training to desktop support staff; providing required reports; ensuring appropriate staffing levels at the service desk to meet current program demand; participating in change management activities; developing and demonstrating an understanding of customer and business needs; and contributing to service improvement plans. |
| HIT DOCUMENTATION SPECIALIST LEVEL 1 | 2 | BA/BS in computer science, applied science, or related discipline | Specific duties may include, but are not limited to: preparing and maintaining systems, programming and operations documentation, procedures, end user documentation, and other program and technical documentation in support of health IT clients; maintaining an internal documentation library; providing and coordinating special documentation services; collecting, analyzing, and composing technical information, conducting research, and ensuring the use of proper technical terminology; translating technical information into clear, readable documents to be used by technical and non-technical personnel; reviewing work products; and ensuring consistent, high-quality delivery and conformity to contractual obligations and requirements. |
| HIT HELP DESK SPECIALIST LEVEL 1 | 1 | Associates degree | Specific duties may include, but are not limited to: providing scientific and healthcare technical assistance and support related to computer systems, hardware, or software; providing technical assistance and in-person or remote support for incoming queries and issues related to computer systems, software, and hardware; maintaining daily performance of computer systems; supporting technology refreshes; installing, modifying, and repairing |

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| | | | computer hardware and software; cleaning up computers; relocating IT equipment, including, but not limited to, desktop computers, printers, monitors, portable data storage devices, and other peripherals; following up with customers to ensure issues have been resolved; and gaining feedback from customers about computer usage. |
| HIT HELP DESK SPECIALIST LEVEL 2 | 3 | Associates degree | Specific duties may include, but are not limited to: providing scientific and healthcare technical assistance and support related to computer systems, hardware, or software; providing technical assistance and in-person or remote support for incoming queries and issues related to computer systems, software, and hardware; maintaining daily performance of computer systems; supporting technology refreshes; installing, modifying, and repairing computer hardware and software; cleaning up computers; relocating IT equipment, including, but not limited to, desktop computers, printers, monitors, portable data storage devices, and other peripherals; following up with customers to ensure issues have been resolved; and gaining feedback from customers about computer usage. |
| HIT HELP DESK SPECIALIST LEVEL 3 | 5 | BS in computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: defining and monitoring key performance scientific and health IT indicators and developing reports to track progress; managing service-related documentation and training materials; providing technical guidance and advanced training; investigating and testing new tools, systems, and techniques to continually improve the help desk operations; ensuring delivery of service under service level agreements; maintaining documentation of processes and procedures and ensuring adherence; leading, delegating, and coordinating assigned project activities; acting as the escalation point for all help desk-related issues; providing training to service desk staff; providing required reports; ensuring there are appropriate staffing levels at the service desk to meet current program demand; participating in change management activities; developing and demonstrating an understanding of customer and business needs; and contributing to service improvement plans. |
| HIT MASS STORAGE ADMINISTRATOR LEVEL 2 | 5 | Bachelors in computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: providing support of basic health IT and scientific storage for shared data and subsystems; supporting the implementation of cost-effective, high-performance, and highly available storage solutions; providing storage administration; performing storage data backups per established policies and standards; performing audits on data backups based on industry best practices to ensure data backup integrity and documenting the results of audits; performing and developing disaster recovery tests; analyzing and recommending data security standards and maintaining storage data security; maintaining ad hoc storage data infrastructure as needed; performing analyses on scalability of data storage; performing data storage audits for data file moves, data file creates, data file deletes, and data file modifications; and providing strategic planning support for growth and optimization of storage. |

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| <p>HIT MASS STORAGE ADMINISTRATOR LEVEL 3</p> | <p>8</p> | <p>Bachelors in computer science, information management, engineering, or equivalent</p> | <p>Specific duties may include, but are not limited to: providing support of basic health IT and scientific storage for shared data and subsystems; supporting implementation of cost-effective, high-performance, and highly available storage solutions; providing storage administration; performing storage data backups per established policies and standards; performing audits on data backups based on industry best practices to ensure data backup integrity and documenting the results of audits; performing and developing disaster recovery tests; analyzing and recommending data security standards and maintaining storage data security; maintaining ad hoc storage data infrastructure as needed; performing analyses on scalability of data storage; performing data storage audits for data file moves, data file creates, data file deletes, and data file modifications; providing strategic planning support for growth and optimization of storage; and overseeing storage requirements.</p> |
| <p>HIT PROGRAM DIRECTOR LEVEL 3</p> | <p>10</p> | <p>Bachelors in computer science, information management, engineering, or equivalent</p> | <p>Specific duties may include, but are not limited to: leading and directing large-scale and complex projects and programs or a single project of strategic importance; leading the management and/or delivery of services and solutions in the health IT market for new and existing clients; assuming a proactive and direct role for developing and cultivating service opportunities and establishing engagements; establishing strong client relationships and leveraging industry expertise to translate the client’s long-range business plan into a services strategy; assisting clients in developing a strategy and creating innovative, client-specific solutions that drive meaningful business change; and applying strong project management skills to lead the delivery of large-sized projects and programs within planned timelines, budget, and quality specifications.</p> |
| <p>HIT PROGRAM MANAGER LEVEL 2</p> | <p>8</p> | <p>BS in computer science, information management, engineering, or equivalent</p> | <p>Specific duties may include, but are not limited to: providing senior-level program management for a wide variety of large and complex scientific and healthcare information technologies and technical IT projects to achieve successful completion and delivery of projects within scope, schedule, and budget; providing overall technical leadership and direction to project teams; managing multiple health IT enterprise projects simultaneously; serving as an authorized interface with customer management personnel; formulating and enforcing work standards; and supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall program/contract performance and oversight of all technical operations, including preparing financial and budget reports and tracking financial and contractual requirements.</p> |
| <p>HIT PROJECT COORDINATOR LEVEL 1</p> | <p>2</p> | <p>Associates degree</p> | <p>Specific duties in a health IT setting may include, but are not limited to: assisting with project administration including budgeting and resource planning; participating in project meetings; assisting in generating, maintaining, reviewing, and communicating project progress by</p> |

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| | | | reviewing and analyzing project tracking weekly; generating, tracking, and resolving data queries and client issues; identifying site and data trends and recommending actions; communicating and following up on project tracking discrepancies; creating meeting agendas and minutes; ensuring development of and adherence to project timelines; scheduling and tracking the completion of training; serving as an additional point of contact to client and stakeholders; and maintaining client satisfaction and quality service and standards. |
| HIT PROJECT COORDINATOR LEVEL 2 | 5 | Associates degree | Specific duties in a health IT setting may include, but are not limited to: assisting with project administration including budgeting and resource planning; participating in project meetings; assisting in generating, maintaining, reviewing, and communicating project progress by reviewing and analyzing project tracking weekly; generating, tracking, and resolving data queries and client issues; identifying site and data trends and recommending actions; communicating and following up on project tracking discrepancies; creating meeting agendas and minutes; ensuring development of and adherence to project timelines; scheduling and tracking the completion of training; serving as an additional point of contact to client and stakeholders; and maintaining client satisfaction and quality service and standards. |
| HIT PROJECT COORDINATOR LEVEL 3 | 4 | Associates degree | Specific duties in a health IT setting may include, but are not limited to: assisting with project administration including budgeting and resource planning; participating in project meetings; assisting in generating, maintaining, reviewing, and communicating project progress by reviewing and analyzing project tracking weekly; generating, tracking, and resolving data queries and client issues; identifying site and data trends and recommending actions; communicating and following up on project tracking discrepancies; creating meeting agendas and minutes; ensuring development of and adherence to project timelines; scheduling and tracking the completion of training; serving as an additional point of contact to client and stakeholders; and maintaining client satisfaction and quality service and standards. |
| HIT PROJECT MANAGER LEVEL 1 | 4 | BS in computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: providing clear direction for executing the statement of work for hospital/clinical/scientific research projects; delivering excellent customer service by building a strong and effective working relationship with the client; being accountable for deliverables, timeline, and budget, as well as coaching the team to success; and creating project plans, which include a communication plan, escalation path, risk plan, resource plan, test plan, and implementation plan. |

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| <p>HIT PROJECT MANAGER LEVEL 2</p> | <p>6</p> | <p>BS in computer science, information management, engineering, or equivalent</p> | <p>Specific duties may include, but are not limited to: providing clear direction for executing the statement of work for hospital/clinical/scientific research projects; delivering excellent customer service by building a strong and effective working relationship with the client; being accountable for deliverables, timeline, and budget, as well as coaching the team to success; creating project plans, which include a communication plan, escalation path, risk plan, resource plan, test plan, and implementation plan; overseeing all phases of a project from conception to completion; managing a team of consultants, programmers, developers, and analysts; managing projects through the project life cycles of initiation, planning, execution, and closure; developing work breakdown structures; developing project tracking and variance reports; assembling risk management plans and mitigation steps; managing multiple vendors; and using in-depth health IT technical knowledge and business requirements to design and implement secure solutions to meet client needs.</p> |
| <p>HIT PROJECT MANAGER LEVEL 3</p> | <p>8</p> | <p>BS in computer science, information management, engineering, or equivalent</p> | <p>Specific duties may include, but are not limited to: providing clear direction for executing the statement of work for hospital/clinical/scientific research projects; delivering excellent customer service by building a strong and effective working relationship with the client; being accountable for deliverables, timeline, and budget, as well as coaching the team to success; creating project plans, which include a communication plan, escalation path, risk plan, resource plan, test plan, and implementation plan; overseeing all phases of a project from conception to completion; managing a team of consultants, programmers, developers, and analysts; managing projects through the project life cycles of initiation, planning, execution, and closure; developing work breakdown structures; developing project tracking and variance reports; assembling risk management plans and mitigation steps; managing multiple vendors; and using in-depth health IT technical knowledge and business requirements to design and implement secure solutions to meet client needs.</p> |
| <p>HIT SCIENTIFIC PROGRAMMER LEVEL 1</p> | <p>2</p> | <p>Bachelors in computer science, information management, engineering, or equivalent</p> | <p>Specific duties in support of scientific research may include, but are not limited to: developing code to support scientific analysis; designing coding standards, statistical reporting, and data analysis methodologies; integrating data analysis capabilities with existing systems; analyzing business user needs; deploying data queries; creating data models and protocols for production databases; developing data management policies and procedures; researching data analysis products and services; coordinating the creation of data queries; testing and modifying data mining services; maintaining change control and testing processes for modifications; creating data definitions for new database file/table development; determining correct network components for data access; developing utilities for end users; ensuring secure and effective protection and integrity of data assets; monitoring stored procedures and execution time; and resolving performance issues.</p> |

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| <p>HIT SCIENTIFIC PROGRAMMER LEVEL 2</p> | <p>5</p> | <p>Bachelors in computer science, information management, engineering, or equivalent</p> | <p>Specific duties in support of scientific research may include, but are not limited to: developing code to support scientific analysis; designing coding standards, statistical reporting, and data analysis methodologies; integrating data analysis capabilities with existing systems; analyzing business user needs; deploying data queries; creating data models and protocols for production databases; developing data management policies and procedures; researching data analysis products and services; coordinating the creation of data queries; testing and modifying data mining services; maintaining change control and testing processes for modifications; creating data definitions for new database file/table development; determining correct network components for data access; developing utilities for end users; ensuring secure and effective protection and integrity of data assets; monitoring stored procedures and execution time; and resolving performance issues. Provide guidance and supervise other members on the team.</p> |
| <p>HIT SCIENTIFIC PROGRAMMER LEVEL 3</p> | <p>8</p> | <p>Bachelors in computer science, information management, engineering, or equivalent</p> | <p>Specific duties in support of scientific research may include, but are not limited to: developing code to support scientific analysis; designing coding standards, statistical reporting, and data analysis methodologies; integrating data analysis capabilities with existing systems; analyzing business user needs; deploying data queries; creating data models and protocols for production databases; developing data management policies and procedures; researching data analysis products and services; coordinating the creation of data queries; testing and modifying data mining services; maintaining change control and testing processes for modifications; creating data definitions for new database file/table development; determining correct network components for data access; developing utilities for end users; ensuring secure and effective protection and integrity of data assets; monitoring stored procedures and execution time; and resolving performance issues. Provide guidance and supervise other members on the team.</p> |
| <p>HIT SOFTWARE/ PROGRAMMER/ANALYST LEVEL 1</p> | <p>2</p> | <p>BS in computer science or related discipline</p> | <p>Specific duties may include, but are not limited to: serving as a programmer/analyst in a health IT computing environment; applying tools and web development; assisting with the analysis of information requirements; assisting in the evaluation and resolution of problems; and supporting in a consulting capacity to health IT projects.</p> |
| <p>HIT SOFTWARE/ PROGRAMMER/ANALYST LEVEL 2</p> | <p>5</p> | <p>BS in computer science or related discipline</p> | <p>Specific duties may include, but are not limited to: serving as a programmer/analyst in a health IT computing environment; applying expert level of proficiency in a variety of tools and web development; developing databases and standard operating procedures; providing application support to users; and working in a consulting capacity to health IT projects.</p> |
| <p>HIT SOFTWARE/ PROGRAMMER/ANALYST LEVEL 3</p> | <p>8</p> | <p>BS in computer science or related discipline</p> | <p>Specific duties may include, but are not limited to: serving as a programmer/analyst and lead in a health IT computing environment; applying expert level of proficiency in a variety of scientific tools and web development; developing databases and standard operating procedures; providing application support to users; and working in a consulting capacity to health IT projects.</p> |

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| <p>HIT SUBJECT MATTER EXPERT LEVEL 1</p> | <p>6</p> | <p>BS in computer science or related scientific discipline</p> | <p>Specific duties may include, but are not limited to: providing technical knowledge, analysis, risk assessment, and advice on moderately complex problems and user needs that require an appropriate level of knowledge of the health IT subject matter for effective implementation; applying principles, methods, and knowledge of the functional area of capability to specific requirements, advanced principles, and methods to exceptionally difficult and narrowly defined technical problems; recommending and/or managing system improvements, optimization, development, and/or maintenance in the specialty area; and identifying resources required for each task. Possesses requisite knowledge and expertise and is recognized in the professional community.</p> |
| <p>HIT SUBJECT MATTER EXPERT LEVEL 2</p> | <p>8</p> | <p>BS in computer science or related scientific discipline</p> | <p>Specific duties may include, but are not limited to: providing technical knowledge, analysis, risk assessment, and advice on moderately complex problems and user needs that require an appropriate level of knowledge of the health IT subject matter for effective implementation; applying principles, methods, and knowledge of the functional area of capability to specific requirements, advanced principles, and methods to exceptionally difficult and narrowly defined technical problems; recommending and/or managing system improvements, optimization, development, and/or maintenance in the specialty area; and identifying resources required for each task. Possesses significant requisite knowledge and expertise in meeting the requirements and is recognized in the professional community.</p> |
| <p>HIT SUBJECT MATTER EXPERT LEVEL 3</p> | <p>10</p> | <p>BS in computer science or related scientific discipline</p> | <p>Specific duties may include, but are not limited to: providing technical knowledge, analysis, risk assessment, and advice on moderately complex problems and user needs that require an appropriate level of knowledge of the health IT subject matter for effective implementation; applying principles, methods, and knowledge of the functional area of capability to specific requirements, advanced principles, and methods to exceptionally difficult and narrowly defined technical problems; recommending and/or managing system improvements, optimization, development, and/or maintenance in the specialty area; and identifying resources required for each task. Possesses a proven track record of delivering solutions in specialty area, provides the requisite knowledge and expertise, and is recognized in the professional community.</p> |
| <p>HIT SYSTEM ADMINISTRATOR LEVEL 1</p> | <p>3</p> | <p>BS in computer science, information management, engineering, or equivalent</p> | <p>Specific duties may include, but are not limited to: designing, organizing, modifying, installing, maintaining integrity of, and supporting specialized health IT computer and network systems; maintaining and monitoring system efficiency, performance, security, and availability; ensuring system design allows all components to work properly together; identifying and troubleshooting problems reported by users; making recommendations for future upgrades; analyzing and isolating issues; ensuring that network connectivity is on par with technical considerations; supporting configuration/authentication requirements; and maintaining and administering network</p> |

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| HIT SYSTEM ADMINISTRATOR LEVEL 2 | 6 | BS in computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: designing, organizing, modifying, installing, maintaining integrity of, and supporting specialized health IT computer and network systems; maintaining and monitoring system efficiency, performance, security, and availability; ensuring system design allows all components to work properly together; identifying and troubleshooting problems reported by users; making recommendations for future upgrades; analyzing and isolating issues; ensuring that network connectivity is on par with technical considerations; supporting configuration/authentication requirements; and maintaining and administering network servers, peripherals, routers, switches, firewalls, software deployment, security updates, and patches. |
| HIT SYSTEM ADMINISTRATOR LEVEL 3 | 8 | BS in computer science, information management, engineering, or equivalent | Specific duties may include, but are not limited to: designing, organizing, modifying, installing, maintaining integrity of, and supporting specialized health IT computer and network systems; maintaining and monitoring system efficiency, performance, security, and availability; ensuring system design allows all components to work properly together; identifying and troubleshooting problems reported by users; making recommendations for future upgrades; analyzing and isolating issues; ensuring that network connectivity is on par with technical considerations; supporting configuration/authentication requirements; and maintaining and administering network servers, peripherals, routers, switches, firewalls, software deployment, security updates, and patches. |
| HIT SYSTEMS INFORMATION ARCHITECT LEVEL 2 | 5 | BS in computer science or related discipline | Specific duties may include, but are not limited to: leading and supporting the health IT computing architecture, data management, and data transfer systems strategy; applying expert level of specialized health IT experience and deep technical experience to lead in requirements gathering, design, development, and ongoing administration of technology solutions; identifying and resolving project-related issues; and providing solutions and/or recommendations to ensure successful resolution. |
| RESEARCH SUPPORT SPECIALIST LEVEL 2 | 5 | BA/BS in computer science, applied science, or related discipline | Specific duties may include, but are not limited to: supporting research in the organization and accessing information from medical and research systems; analyzing and developing data management systems for reports, presentations, and publications; assisting in the review of study data for data quality; organizing study files, including data and correspondence files, using common word processing software; performing scientific, medical, and research literature searches; and preparing slides for scientific presentations. |