



# GENERAL SERVICES ADMINISTRATION Authorized Multiple Award Schedule (MAS)



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## Service-Disabled Veteran Owned Small Business

**Contract Number: 47QTCA24D005X**  
Incorporating Schedule MAS 47QSMD20R0001 Refresh 19 dated 12/06/2023  
Catalogue Effective Date: 03/05/2024  
Period Covered by Contract: Base Period 03/05/2024 thru 03/04/2029

**Information Technology (IT) Professional Services**  
Special Item Number 54151S

**Professional Audio/Video Services**  
Special Item Number 541990AV

### General Services Administration Federal Acquisition Service

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>)

*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 schedule 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.*

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## CONTRACT TERMS AND CONDITIONS

### CUSTOMER INFORMATION

#### 1a. Table of awarded special item numbers (SINs):

- |                         |  |
|-------------------------|--|
| 1. <b>SIN 54151S:</b>   | Information Technology Professional Services |
| 2. <b>SIN 541990AV:</b> | Professional Audio / Video Services          |
| 3. <b>OLM:</b>          | Order-Level Materials                        |

#### 1b. Identification of the lowest priced model number and Price for each SIN:

The price list can be found beginning on page 6.

#### 1c. Labor Category Descriptions

The labor category descriptions identify the minimum qualifications for this contract. Labor Category descriptions can be found beginning on page 13.

#### 2. Maximum order per SIN:

SIN	MAXIMUM ORDER
54151S:	\$500,000 per SIN/Order
541990AV:	\$250,000 per SIN/Order
OLM:	\$250,000 per SIN/Order

#### 3. Minimum order:

The minimum dollar value of orders to be issued is \$100.00.

#### 4. Geographic coverage: Worldwide

#### 5. Point of production:

ITACS Solutions, LLC  
14496 Potomac Mills Road, #1006  
Woodbridge, VA 22192

#### 6. Discount from list prices or statement of net price:

All prices listed herein are net, discounts have been deducted and the industrial funding fee has been added.

#### 7. Quantity discounts:

Quantity discounts are not offered.

#### 8. Prompt payment terms:

- Net 30 Days
- Discount1: 5% if Payment is made within 1 days.
- Discount2: 1% if Payment is made within 10 days.

#### 9. Government Commercial Credit Card Acceptance:

ITACS Solutions, LLC will accept the Government-wide commercial purchase card for all orders under this contract.

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**10. Foreign items:**

No foreign items are offered for this schedule.

**11a. Time of delivery:**

To Be Specified on Individual Task Orders.

**11b. Expedited Delivery:**

To Be Specified on Individual Task Orders.

**11c. Overnight and 2-day delivery:**

To Be Specified on Individual Task Orders.

**11d. Urgent Requirements:**

To Be Specified on Individual Task Orders.

**12. F.O.B. point:**

F.O.B. is Destination

**13a. Ordering address:**

Orders may be placed by contacting ITACS Solutions, LLC's GSA POC at:

Steve Estwick,

ITACS Solutions, LLC

14497 Potomac Mills Road, #1006

Woodbridge, VA 22192

(571) 332-8639 (m)

[contracts@itacs-solutions.com](mailto:contracts@itacs-solutions.com) (email)

**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, and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules))

**14. Payment address:**

ITACS Solutions, LLC

14497 Potomac Mills Road, #1006

Woodbridge, VA 22192

(571) 332-8639 (m)

[contracts@itacs-solutions.com](mailto:contracts@itacs-solutions.com) (email)

**15. Warranty provision:**

Not Applicable

**16. Export packing charges:**

Not Applicable

**17. Terms and conditions of Government purchase card acceptance:**

None

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**18. Terms and conditions of rental, maintenance, and repair:**

Not Applicable

**19. Terms and conditions of installation:**

Not Applicable

**20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:**

Not Applicable

**20a. Terms and conditions for any other services:**

Not Applicable

**21. List of service and distribution points**

Not Applicable

**22. List of participating dealers:**

Not Applicable

**23. Preventive maintenance:**

Not Applicable

**24a. Special attributes such as environmental attributes:**

Not Applicable

**24b. Section 508:**

Section 508 compliance information on Electronic and Information Technology (EIT) supplies and services will be addressed on a Task Order basis. The EIT standards can be found at [www.Section508.gov](http://www.Section508.gov).

**25. Unique Entity Identification (UEI) number:**

ITACS Solutions UEI number is PNZTZV1AUKR8.

**26. Notification regarding registration in System for Award Management (SAM)**

ITACS Solutions, LLC is registered in the SAM.gov database.

## Awarded SINS Labor Category Rates

SIN 54151S	SIN 541990AV	Labor Category	Minimum Education	Minimum Experience	Year 1 3/5/24 thru 3/4/25	Year 2 3/5/25 thru 3/4/26	Year 3 3/5/26 thru 3/4/27	Year 4 3/5/27 thru 3/4/28	Year 5 3/5/28 thru 3/4/29
54151S	541990AV	<i>Administrative Staff I **</i>	High School	1	\$41.98	\$42.82	\$43.68	\$44.55	\$45.44
54151S	541990AV	Administrative Staff II	High School	3	\$49.35	\$50.33	\$51.34	\$52.37	\$53.41
54151S	541990AV	Administrative Staff III	Associates	5	\$58.44	\$59.60	\$60.80	\$62.01	\$63.25
54151S	N/A	Administrative Staff IV	Associates	8	\$62.63	\$63.88	\$65.16	\$66.46	\$67.79
54151S	N/A	Application Analyst I	Associates	4	\$90.79	\$92.61	\$94.46	\$96.35	\$98.28
54151S	N/A	Application Analyst II	Bachelors	7	\$103.88	\$105.96	\$108.08	\$110.24	\$112.44
54151S	N/A	Application Analyst III	Bachelors	10	\$139.24	\$142.03	\$144.87	\$147.77	\$150.72
54151S	N/A	Application Developer I	Bachelors	2	\$107.88	\$110.04	\$112.24	\$114.48	\$116.77
54151S	N/A	Application Developer II	Bachelors	4	\$125.22	\$127.73	\$130.28	\$132.89	\$135.55
54151S	N/A	Application Developer III	Bachelors	7	\$149.12	\$152.11	\$155.15	\$158.25	\$161.42
54151S	N/A	Application Developer IV	Masters	10	\$162.26	\$165.50	\$168.81	\$172.19	\$175.63
54151S	N/A	Application Engineer I	Bachelors	3	\$129.14	\$131.72	\$134.35	\$137.04	\$139.78
54151S	N/A	Application Engineer II	Bachelors	5	\$147.58	\$150.53	\$153.54	\$156.61	\$159.74
54151S	N/A	Application Engineer III	Bachelors	7	\$168.63	\$172.00	\$175.44	\$178.95	\$182.53
54151S	541990AV	Business Systems Analyst I	Associates	2	\$95.15	\$97.06	\$99.00	\$100.98	\$103.00
54151S	541990AV	Business Systems Analyst II	Bachelors	4	\$117.07	\$119.41	\$121.80	\$124.23	\$126.72
54151S	541990AV	Business Systems Analyst III	Bachelors	7	\$141.61	\$144.44	\$147.33	\$150.28	\$153.28
54151S	541990AV	Configuration Manager	Bachelors	5	\$168.58	\$171.95	\$175.39	\$178.90	\$182.48
54151S	N/A	Database Administrator I	Bachelors	3	\$109.55	\$111.74	\$113.98	\$116.25	\$118.58

SIN 54151S	SIN 541990AV	Labor Category	Minimum Education	Minimum Experience	Year 1 3/5/24 thru 3/4/25	Year 2 3/5/25 thru 3/4/26	Year 3 3/5/26 thru 3/4/27	Year 4 3/5/27 thru 3/4/28	Year 5 3/5/28 thru 3/4/29
54151S	N/A	Database Administrator II	Bachelors	5	\$127.83	\$130.39	\$133.00	\$135.66	\$138.37
54151S	N/A	Database Administrator III	Bachelors	8	\$148.35	\$151.32	\$154.35	\$157.43	\$160.58
54151S	N/A	Database Analyst I	Bachelors	3	\$92.27	\$94.12	\$96.00	\$97.92	\$99.88
54151S	N/A	Database Analyst II	Bachelors	5	\$118.26	\$120.63	\$123.04	\$125.50	\$128.01
54151S	N/A	Database Analyst III	Bachelors	8	\$141.61	\$144.44	\$147.33	\$150.28	\$153.28
54151S	N/A	Database Architect	Masters	8	\$154.09	\$157.17	\$160.31	\$163.52	\$166.79
54151S	541990AV	Graphics Specialist	High School	2	\$106.77	\$108.90	\$111.08	\$113.30	\$115.57
54151S	N/A	Help Desk Support Services Intern **	High School	0	\$36.36	\$37.08	\$37.83	\$38.58	\$39.35
54151S	N/A	Help Desk Support Services Manager	Bachelors	7	\$107.60	\$109.76	\$111.95	\$114.19	\$116.47
54151S	N/A	Help Desk Support Services Specialist I	High School	1	\$45.88	\$46.80	\$47.73	\$48.69	\$49.66
54151S	N/A	Help Desk Support Services Specialist II	High School	2	\$65.54	\$66.86	\$68.19	\$69.56	\$70.95
54151S	N/A	Help Desk Support Services Specialist III	Associates	5	\$78.72	\$80.29	\$81.90	\$83.54	\$85.21
54151S	541990AV	Information Assurance Analyst I	Bachelors	3	\$127.83	\$130.39	\$133.00	\$135.66	\$138.37
54151S	541990AV	Information Assurance Analyst II	Bachelors	5	\$149.90	\$152.90	\$155.95	\$159.07	\$162.25
54151S	541990AV	Information Assurance Analyst III	Bachelors	8	\$169.07	\$172.45	\$175.90	\$179.42	\$183.01
54151S	N/A	Information Systems Security Engineer I	Bachelors	3	\$148.74	\$151.71	\$154.75	\$157.84	\$161.00

SIN 54151S	SIN 541990AV	Labor Category	Minimum Education	Minimum Experience	Year 1 3/5/24 thru 3/4/25	Year 2 3/5/25 thru 3/4/26	Year 3 3/5/26 thru 3/4/27	Year 4 3/5/27 thru 3/4/28	Year 5 3/5/28 thru 3/4/29
54151S	N/A	Information Systems Security Engineer II	Bachelors	5	\$167.31	\$170.66	\$174.07	\$177.55	\$181.10
54151S	N/A	Information Systems Security Engineer III	Bachelors	8	\$194.84	\$198.73	\$202.71	\$206.76	\$210.90
54151S	541990AV	Infrastructure Services Engineer I	Bachelors	3	\$110.11	\$112.31	\$114.55	\$116.84	\$119.18
54151S	541990AV	Infrastructure Services Engineer II	Bachelors	5	\$127.51	\$130.06	\$132.66	\$135.31	\$138.02
54151S	541990AV	Infrastructure Services Engineer III	Bachelors	7	\$149.90	\$152.90	\$155.95	\$159.07	\$162.25
54151S	N/A	Installation Engineer I	High School	1	\$62.95	\$64.21	\$65.49	\$66.80	\$68.14
54151S	N/A	Installation Engineer II	Associates	4	\$98.38	\$100.34	\$102.35	\$104.40	\$106.48
54151S	N/A	Installation Engineer III	Bachelors	8	\$122.12	\$124.56	\$127.05	\$129.59	\$132.18
54151S	N/A	Installation Engineer IV	Bachelors	10	\$139.76	\$142.55	\$145.40	\$148.31	\$151.28
54151S	541990AV	Installation Technician I	High School	1	\$79.12	\$80.70	\$82.32	\$83.96	\$85.64
54151S	541990AV	Installation Technician II	Associates	3	\$93.23	\$95.10	\$97.00	\$98.94	\$100.92
54151S	541990AV	Installation Technician III	Bachelors	5	\$108.99	\$111.17	\$113.40	\$115.66	\$117.98
54151S	541990AV	IT Systems Architect	Bachelors	10	\$212.41	\$216.66	\$220.99	\$225.41	\$229.92
54151S	N/A	Logistics Analyst I	Associates	2	\$94.19	\$96.08	\$98.00	\$99.96	\$101.96
54151S	N/A	Logistics Analyst II	Bachelors	5	\$114.68	\$116.97	\$119.31	\$121.70	\$124.13
54151S	N/A	Logistics Analyst III	Bachelors	7	\$143.82	\$146.70	\$149.63	\$152.62	\$155.68
54151S	541990AV	Management Analyst I	Associates	2	\$93.71	\$95.59	\$97.50	\$99.45	\$101.44
54151S	541990AV	Management Analyst II	Bachelors	5	\$117.66	\$120.02	\$122.42	\$124.87	\$127.36
54151S	541990AV	Management Analyst III	Bachelors	7	\$142.72	\$145.57	\$148.48	\$151.45	\$154.48



SIN 54151S	SIN 541990AV	Labor Category	Minimum Education	Minimum Experience	Year 1 3/5/24 thru 3/4/25	Year 2 3/5/25 thru 3/4/26	Year 3 3/5/26 thru 3/4/27	Year 4 3/5/27 thru 3/4/28	Year 5 3/5/28 thru 3/4/29
54151S	541990AV	Network Engineer I	Bachelors	3	\$127.18	\$129.72	\$132.32	\$134.96	\$137.66
54151S	541990AV	Network Engineer II	Bachelors	5	\$148.35	\$151.32	\$154.35	\$157.43	\$160.58
54151S	541990AV	Network Engineer III	Bachelors	7	\$172.59	\$176.05	\$179.57	\$183.16	\$186.82
54151S	N/A	Process Improvement Specialist	Bachelors	10	\$143.02	\$145.88	\$148.80	\$151.77	\$154.81
54151S	N/A	Program Analyst I	Associates	3	\$119.07	\$121.45	\$123.88	\$126.36	\$128.89
54151S	N/A	Program Analyst II	Bachelors	7	\$156.54	\$159.68	\$162.87	\$166.13	\$169.45
54151S	N/A	Program Analyst III	Bachelors	10	\$194.13	\$198.01	\$201.97	\$206.01	\$210.13
54151S	541990AV	Program Manager I	Bachelors	7	\$172.09	\$175.54	\$179.05	\$182.63	\$186.28
54151S	541990AV	Program Manager II	Bachelors	10	\$195.55	\$199.47	\$203.46	\$207.52	\$211.67
54151S	541990AV	Program Manager III	Masters	12	\$278.78	\$284.35	\$290.04	\$295.84	\$301.76
54151S	N/A	Program Manager IV	Masters	15	\$303.34	\$309.41	\$315.60	\$321.91	\$328.35
54151S	N/A	Project Control Specialist I	Bachelors	2	\$72.50	\$73.95	\$75.43	\$76.93	\$78.47
54151S	N/A	Project Control Specialist II	Bachelors	5	\$94.91	\$96.81	\$98.75	\$100.72	\$102.74
54151S	N/A	Project Control Specialist III	Bachelors	7	\$114.68	\$116.97	\$119.31	\$121.70	\$124.13
54151S	541990AV	Project Manager / Task Lead I	Bachelors	3	\$126.53	\$129.06	\$131.64	\$134.27	\$136.96
54151S	541990AV	Project Manager / Task Lead II	Bachelors	5	\$146.81	\$149.74	\$152.74	\$155.79	\$158.91
54151S	541990AV	Project Manager / Task Lead III	Bachelors	7	\$169.07	\$172.45	\$175.90	\$179.42	\$183.01
54151S	N/A	Project Manager / Task Lead IV	Masters	10	\$183.97	\$187.64	\$191.40	\$195.23	\$199.13
54151S	541990AV	Project Support Specialist I	High School	0	\$59.04	\$60.22	\$61.42	\$62.65	\$63.90
54151S	541990AV	Project Support Specialist II	Associates	2	\$74.76	\$76.26	\$77.78	\$79.34	\$80.93

SIN 54151S	SIN 541990AV	Labor Category	Minimum Education	Minimum Experience	Year 1 3/5/24 thru 3/4/25	Year 2 3/5/25 thru 3/4/26	Year 3 3/5/26 thru 3/4/27	Year 4 3/5/27 thru 3/4/28	Year 5 3/5/28 thru 3/4/29
54151S	541990AV	Project Support Specialist III	Bachelors	4	\$93.71	\$95.59	\$97.50	\$99.45	\$101.44
54151S	N/A	Quality Assurance Analyst I	Bachelors	3	\$115.87	\$118.19	\$120.55	\$122.97	\$125.42
54151S	N/A	Quality Assurance Analyst II	Bachelors	5	\$144.56	\$147.45	\$150.40	\$153.41	\$156.48
54151S	N/A	Quality Assurance Analyst III	Bachelors	7	\$170.34	\$173.74	\$177.22	\$180.76	\$184.38
54151S	N/A	Quality Assurance Analyst IV	Bachelors	10	\$185.35	\$189.05	\$192.83	\$196.69	\$200.63
54151S	N/A	Quality Assurance Manager I	Associates	5	\$139.79	\$142.58	\$145.44	\$148.34	\$151.31
54151S	N/A	Quality Assurance Manager II	Bachelors	8	\$162.75	\$166.00	\$169.32	\$172.71	\$176.16
54151S	N/A	Quality Assurance Manager III	Masters	10	\$208.29	\$212.46	\$216.71	\$221.04	\$225.47
54151S	N/A	Release Manager	Bachelors	4	\$143.08	\$145.95	\$148.86	\$151.84	\$154.88
54151S	N/A	Security Analyst I	Bachelors	3	\$97.36	\$99.31	\$101.30	\$103.32	\$105.39
54151S	N/A	Security Analyst II	Bachelors	7	\$128.23	\$130.80	\$133.41	\$136.08	\$138.80
54151S	N/A	Security Analyst III	Masters	5	\$107.95	\$110.11	\$112.31	\$114.56	\$116.85
54151S	N/A	Security Technician I	Associates	3	\$91.98	\$93.82	\$95.69	\$97.61	\$99.56
54151S	N/A	Security Technician II	Bachelors	5	\$105.67	\$107.78	\$109.93	\$112.13	\$114.38
54151S	N/A	Security Technician III	Bachelors	8	\$122.39	\$124.84	\$127.33	\$129.88	\$132.48
54151S	N/A	Software Tester	Bachelors	3	\$127.83	\$130.39	\$133.00	\$135.66	\$138.37
54151S	541990AV	Subject Matter Expert I	Bachelors	5	\$167.31	\$170.66	\$174.07	\$177.55	\$181.10
54151S	541990AV	Subject Matter Expert II	Bachelors	8	\$200.92	\$204.94	\$209.04	\$213.22	\$217.49
54151S	541990AV	Subject Matter Expert III	Masters	10	\$214.63	\$218.92	\$223.30	\$227.76	\$232.32
54151S	541990AV	Systems Engineer I	Bachelors	3	\$106.77	\$108.90	\$111.08	\$113.30	\$115.57
54151S	541990AV	Systems Engineer II	Bachelors	5	\$125.88	\$128.39	\$130.96	\$133.58	\$136.25
54151S	541990AV	Systems Engineer III	Bachelors	7	\$151.44	\$154.47	\$157.56	\$160.71	\$163.93
54151S	N/A	Systems Engineer IV	Masters	10	\$186.54	\$190.27	\$194.08	\$197.96	\$201.92

SIN 54151S	SIN 541990AV	Labor Category	Minimum Education	Minimum Experience	Year 1 3/5/24 thru 3/4/25	Year 2 3/5/25 thru 3/4/26	Year 3 3/5/26 thru 3/4/27	Year 4 3/5/27 thru 3/4/28	Year 5 3/5/28 thru 3/4/29
54151S	N/A	Technical Documentation Expert	Bachelors	10	\$149.95	\$152.95	\$156.01	\$159.13	\$162.31
54151S	541990AV	Technical Documentation Specialist	Bachelors	5	\$117.07	\$119.41	\$121.80	\$124.23	\$126.72
54151S	N/A	Training Developer I	Associates	4	\$146.45	\$149.38	\$152.36	\$155.41	\$158.52
54151S	N/A	Training Developer II	Bachelors	7	\$166.32	\$169.64	\$173.04	\$176.50	\$180.03
54151S	N/A	Training Developer III	Bachelors	10	\$181.80	\$185.44	\$189.14	\$192.93	\$196.79
54151S	N/A	Training Developer IV	Masters	10	\$205.07	\$209.18	\$213.36	\$217.63	\$221.98
54151S	541990AV	Training Specialist I	Bachelors	3	\$74.01	\$75.49	\$77.00	\$78.54	\$80.11
54151S	541990AV	Training Specialist II	Bachelors	5	\$92.99	\$94.85	\$96.75	\$98.68	\$100.66
54151S	541990AV	Training Specialist III	Bachelors	8	\$113.48	\$115.75	\$118.07	\$120.43	\$122.84
54151S	N/A	Training Specialist IV	Bachelors	10	\$123.48	\$125.95	\$128.47	\$131.04	\$133.66
54151S	541990AV	VTC Engineer I	Bachelors	2	\$93.23	\$95.10	\$97.00	\$98.94	\$100.92
54151S	541990AV	VTC Engineer II	Bachelors	5	\$107.88	\$110.04	\$112.24	\$114.48	\$116.77
54151S	541990AV	VTC Engineer III	Bachelors	7	\$128.81	\$131.39	\$134.01	\$136.69	\$139.43
54151S	N/A	Web Developer I	Bachelors	2	\$93.23	\$95.10	\$97.00	\$98.94	\$100.92
54151S	N/A	Web Developer II	Bachelors	5	\$107.60	\$109.76	\$111.95	\$114.19	\$116.47
54151S	N/A	Web Developer III	Bachelors	7	\$128.48	\$131.05	\$133.68	\$136.35	\$139.08

## Service Contract Labor Standards Matrix

Service Contract Act (SCA) Eligible Contract Labor Category	SCA Equivalent Code Title	Wage Determination Number
Administrative Support and Clerical Operations	Administrative Assistant	01020
Information Technology Occupations	Computer Operator I	14041

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

## Allowable Substitutions of Education and Experience

The minimum education and experience will be met when the equivalencies in the tables below are considered. Additional educational achievements above requirements can be substituted for experience requirements:

Achieved Education	Actual Education	Additional Years of Experience Needed for Actual Education
MA / MS	Ph.D.	4
BA / BS	Ph.D.	6
BA / BS	MA / MS	2
AA / AS	BA / BS	2
HS / General Equivalency Diploma (G.E.D).	BA / BS	4

Due to the availability or limitation of education, occasionally, the substitution of experience, as referenced below, for a professional labor type with additional years of experience will be provided per the approval of the federal agency acquiring the service. Each year of relevant experience may be substituted for one year of education and vice versa. All degrees must be from an accredited college or university. In addition, certifications and vocational-technical training may be substituted for experience or education as the buying agency allows.

Actual Education	Required Education	Additional Years of Experience Needed for Educational Requirements Equivalency	Other Equivalence
HS / G.E.D.	AA / AS	2	Certification, vocational or technical training in a work-related field
HS / G.E.D.	BA / BS	4	Certification, vocational or technical training in a work-related field
HS / G.E.D.	MA / MS	6	Certification, vocational or technical training in a work-related field
HS / G.E.D.	Ph.D.	No equivalency	No equivalency

Actual Education	Required Education	Additional Years of Experience Needed for Educational Requirements Equivalency	Other Equivalence
BA / BS	MA / MS	2	Certification, vocational or technical training in a work-related field
BA / BS	Ph.D.	8	Certification, vocational or technical training in a work-related field
MA / MS	Ph.D.	4	Certification, vocational or technical training in a work-related field

### Labor Category Descriptions

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
Administrative Staff I	High School Diploma or G.E.D.	At least one (1) year of related firsthand experience with supporting administrative requirements of a project or program. Must have at least one (1) year of experience using Microsoft Word, Excel, and Outlook	Performs under direct supervision. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Provides direct secretarial support to an assigned manager and may support their direct reports. Composes correspondence regarding administrative matters and general office policies for supervisor’s approval. Prepares materials needed for conferences, correspondence, appointments, meetings, telephone calls, etc. Prepares reports, summaries, or replies to inquiries, selecting relevant information from various sources such as reports, documents, correspondence, other offices, etc.
Administrative Staff II	High School Diploma or G.E.D.	At least three (3) years of related firsthand experience with supporting administrative requirements of a project or program. Must have at least two (2) years of experience using Microsoft Word, Excel, and Outlook	Performs under general supervision. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Provides direct secretarial support to an assigned manager and may support their direct reports. Composes correspondence regarding administrative matters and general office policies for supervisor’s approval. Prepares materials needed for conferences, correspondence, appointments, meetings, telephone calls, etc. Prepares reports, summaries, or replies to inquiries, selecting relevant information from various sources such as reports, documents, correspondence, other offices, etc.

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
Administrative Staff III	An Associates' Degree in Business or equivalent studies	At least five (5) years of related firsthand experience with supporting administrative requirements of a project or program. Must have at least three (3) years of experience using Microsoft Word, Excel, and Outlook	Leads and/or performs under minimal supervision. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Provides direct secretarial support to an assigned manager and may support their direct reports. Composes correspondence regarding administrative matters and general office policies for supervisor's approval. Prepares materials needed for conferences, correspondence, appointments, meetings, telephone calls, etc. Prepares reports, summaries, or replies to inquiries, selecting relevant information from various sources such as reports, documents, correspondence, other offices, etc.
Administrative Staff IV	Associates Degree in Business or equivalent studies	This position requires a minimum of 8 years of related firsthand experience with supporting administrative requirements of a project or program. Must have at least five (5) years of experience using Microsoft Word, Excel, and Outlook.	Responsible for producing, formatting, and finalizing error-free documents using a wide range of graphic and office automation tools. Key duties include proofreading and editing technical documents created by others to ensure consistency in format, grammar, and adherence to specific style guides. The individual will also manage document workflows, track revisions, maintain accurate records, and organize files for easy retrieval. Additional responsibilities involve coordinating with various teams to ensure timely delivery of high-quality materials, performing quality checks on documents, and adapting to evolving project requirements. Strong attention to detail and the ability to manage multiple tasks in a dynamic environment are essential.
Application Analyst I	Associates Degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required. For Department of Defense (DoD) contracts, will be required to be DoD 8570.01M IAT Level I qualified	This position requires a minimum of 4 years of experience as an Application Analyst or related role.	Supports the analysis of commercial and internal applications by assessing their functionality, performance, and compatibility with different environments. Responsibilities include assisting with monitoring system resource usage, identifying basic performance issues, and addressing inefficiencies under supervision. Contributes to routine troubleshooting and collaborates with team members to resolve technical issues. Strong foundational skills in application analysis and a willingness to learn are essential for success in this role.



ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
	within 6 months of employment.		
Application Analyst II	Bachelors Degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required. For Department of Defense (DoD) contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment.	This position requires a minimum of 7 years of experience as an Application Analyst or related role.	Conducts in-depth analysis of commercial and internal applications, identifying strengths, weaknesses, and areas for improvement across different operating environments. Monitors system resource consumption troubleshoots performance bottlenecks, and addresses security concerns. Responsibilities also include contributing to application optimization efforts, collaborating closely with developers, and supporting the resolution of more complex issues. The ability to work independently on tasks, provide technical recommendations, and contribute to project goals is essential.
Application Analyst III	Bachelors Degree or equivalent in Computer Science, Engineering, Math, or equivalent discipline is required. For Department of Defense (DoD) contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment.	This position requires a minimum of 10 years of experience as an Application Analyst or related role.	Responsible for leading the analysis of diverse applications, evaluating their performance, security, and efficiency across a variety of systems and environments. Diagnoses and solves complex issues, such as resource conflicts, performance failures, and security vulnerabilities. Mentors junior team members, provides strategic insights to development teams, and ensures applications meet technical and project requirements. Strong leadership, problem-solving abilities, and the capacity to guide a project team are key components of this role.
Application Developer I	Bachelor's Degree or equivalent. For Department of Defense (DoD) contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment.	This position requires a minimum of 2 years of experience in Application Development.	Performs under general supervision and participates in developing modernized software applications in general IT or CyberSecurity environments. Development experience with software including but not limited to Oracle Application Development Projects, PowerBuilder, .Net, Lotus Notes, Windows, Linux, Unix, Java, Ruby on Rails, Visual Studio, Amazon Cloud, Microsoft Azure, and other Internet developer and application tools including cloud operations and emerging technology.
Application Developer II	Bachelor's Degree or equivalent. For DoD contracts, will be required to be DoD 8570.01M IAT	This position requires a minimum of four years of experience in	Performs under minimal supervision and directs and participates in developing modernized software applications in general IT or CyberSecurity environments. Development experience with software including but not limited

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
	Level II qualified within 6 months of employment.	Application Development.	to Oracle Application Development Projects, PowerBuilder, .Net, Lotus Notes, Windows, Linux, Unix, Java, Ruby on Rails, Visual Studio, Amazon Cloud, Microsoft Azure, and other Internet developer and application tools including cloud operations and emerging technology.
Application Developer III	Bachelor's Degree or equivalent. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified	This position requires a minimum of seven years of experience in Application Development	Leads and / or performs under minimal supervision, directs, and participates in developing modernized software applications in general IT or CyberSecurity environments. Development experience with software including but not limited to Oracle Application Development Projects, PowerBuilder, .Net, Lotus Notes, Windows, Linux, Unix, Java, Ruby on Rails, Visual Studio, Amazon Cloud, Microsoft Azure, and other Internet developer and application tools including cloud operations and emerging technology.
Application Developer IV	Masters Degree or equivalent in Computer Science, Engineering, Math, or equivalent discipline is required. For Department of Defense (DoD) contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment.	This position requires a minimum of 10 years of experience in Application Development or related experience.	Leads and directs the development of modernized software applications across IT and CyberSecurity environments, focusing on high-volume, high-availability systems. Responsible for coordinating with program and project leaders to define system architecture requirements, developing strategies to address complex technical, fiscal, and performance challenges. Creates and communicates architectural visions to development teams, dictating key design choices such as platforms, coding standards, and technical approaches. Ensures adherence to established standards and practices, oversees the entire software development lifecycle, and provides guidance to ensure project success. Experience in various programming languages, cloud platforms, and emerging technologies is required to meet evolving project needs.
Application Engineer I	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6	This position requires a minimum of three (3) years of experience performing software engineering activities	Under minimal supervision, analyzes and studies complex system requirements and prepares recommendations for change. Participates in designing and maintaining software tools and subsystems to support software reuse, domain analyses, and software implementation. Will have knowledge and experience of multiple programming languages, operating systems, and environments. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Prepares existing programs and assists in



ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
	months of employment		making refinements, reducing operating time, and improving current techniques.
Application Engineer II	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment	This position requires a minimum of five (5) years of experience performing software engineering activities	Under general supervision, analyzes and studies complex system requirements and prepares recommendations for change. Participates in designing and maintaining software tools and subsystems to support software reuse, domain analyses, and software implementation. Will have knowledge and experience of multiple programming languages, operating systems, and environments. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and CASE tools. Prepares existing programs and assists in making refinements, reducing operating time, and improving current techniques.
Application Engineer III	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified	This position requires a minimum of seven (7) years of experience managing or performing software engineering activities	Leads and / or performs under minimal supervision. Analyzes and studies complex system requirements and prepares recommendations for change. Designs tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and CASE tools. Estimates software development costs and schedule. Prepares existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.
Business Systems Analyst I	An Associates' degree in Computer Science, Information Systems, Engineering, Business, or other related discipline	At least two (2) years of related firsthand experience with the specific equipment, software or other requirements specified by SOW	Performs under direct supervision. Assists in formulating and defining system scope and objectives through research and fact finding combined with understanding applicable business systems and industry requirements. With this knowledge, develops and / or modifies moderately complex information systems. Includes business and user needs analysis, documenting requirements, and revising existing system logic difficulties, as necessary. May assist in systems analysis phases and consider the business implications of applying technology to the current business environment.
Business Systems Analyst II	A Bachelor's degree in Computer Science,	At least four (4) years of related hands-on	Performs under general supervision. Formulates and defines systems scope and objectives through research and fact finding combined with

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
	Information Systems, Engineering, Business, or other related discipline	experience with the specific equipment, software or other requirements specified by SOW	understanding applicable business systems and industry requirements. With this knowledge, develops and / or modifies moderately complex information systems. Includes business and user needs analysis, documenting requirements, and revising existing system logic difficulties, as necessary. Competent to work in some phases of systems analysis and considers the business implications of applying technology to the current business environment.
Business Systems Analyst III	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline	At least seven (7) years of related hands-on experience with the specific equipment, software or other requirements specified by SOW	Leads and / or performs under minimal supervision. Formulates and defines systems scope and objectives through research and fact finding combined with understanding applicable business systems and industry requirements. With this knowledge, develops and / or modifies moderately complex information systems. Includes business and user needs analysis, documenting requirements, and revising existing system logic difficulties, as necessary. Guides and advises less-experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of applying technology to the current business environment.
Configuration Manager	A Bachelors Degree in Computer Science, Business, or equivalent studies	At least five (5) years of related hands-on configuration management experience in a software / IT project or program	Supports configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Supports configuration planning. Identifies and maintains the original configuration of requirements, design, and related documentation. Responsible for configuration change control. Supports the change process, only approved and validated changes are incorporated into product documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports the quality assurance process audits. Uses standards, techniques and procedures prescribed by supervisor.
Database Administrator I	Bachelor's Degree in a computer science or related field. For DoD contracts, will be	This position requires a minimum of three (3) years of experience	Performs under direct supervision. Provides supporting technical expertise in using Database Management System (DBMS) within IT systems and/or CyberSecurity environment. Maintains databases across multiple platforms and computer

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
	required to be DoD 8570.01M IAT Level II qualified within 6 months of employment. Must have experience in Windows and / or Linux environments	performing database administration activities	environments. Proposes and implements enhancements to improve performance and reliability. Part of a team responsible for database administration activities including development of processes for security optimization, performance tuning, diagnosing, and troubleshooting database errors, setting and maintaining database standards, creating and managing reports, automation, and installing, upgrading and managing database applications.
Database Administrator II	Bachelor's Degree in a computer science or related field. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment. Must have experience in Windows and / or Linux environments	This position requires a minimum of five (5) years of experience performing database administration activities	Performs under general supervision. Provides supporting technical expertise in the use of DBMS within IT systems and/or CyberSecurity environment. Maintains databases across multiple platforms and computer environments. Proposes and implements enhancements to improve performance and reliability. Part of a team responsible for database administration activities including development of processes for security optimization, performance tuning, diagnosing, and troubleshooting database errors, setting and maintaining database standards, creating and managing reports, automation, and installing, upgrading and managing database applications.
Database Administrator III	Bachelor's Degree in a computer science or related field. For DoD contracts, required to be DoD 8570.01M IAT Level III qualified. Must have experience in Windows and / or Linux environments	This position requires a minimum of eight (8) years of experience performing database administration activities	Leads and / or performs under minimal supervision. Provides technical expertise in using DBMS within IT systems and/or CyberSecurity environment. Maintains databases across multiple platforms and computer environments. Proposes and implements enhancements to improve performance and reliability. Responsible for database administration activities including development of processes for security optimization, performance tuning, diagnosing, and troubleshooting database errors, setting and maintaining database standards, creating and managing reports, automation, and installing, upgrading and managing database applications.
Database Analyst I	A Bachelors Degree in Computer Science, Mathematics, Statistics, or Engineering,	This position requires a minimum of three (3) years of experience performing database analysis activities	Performs under direct supervision. Analyzes and determines information needs and elements, data relationships and attributes, data flow and storage requirements, and data output and reporting capabilities. The analyst develops data modeling and is responsible for data acquisition, access analysis / design, archive, recovery, and load strategy design and implementation. Works to ensure consistency and integration within data warehouse structures. Reviews business requests for data and data usage, researches data sources for

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
			new and better data feeds and participates in continuous improvement efforts in enhancing performance and providing overall increased functionality.
Database Analyst II	A Bachelors Degree in Computer Science, Mathematics, Statistics, or Engineering,	This position requires a minimum of five (5) years of experience performing database analysis activities	Performs under general supervision. Analyzes and determines information needs and elements, data relationships and attributes, data flow and storage requirements, and data output and reporting capabilities. The analyst develops data modeling and is responsible for data acquisition, access analysis / design, archive, recovery, and load strategy design and implementation. Works to ensure consistency and integration within data warehouse structures. Reviews business requests for data and data usage, researches data sources for new and better data feeds, and participates in continuous improvement efforts in enhancing performance and providing overall increased functionality.
Database Analyst III	A Bachelors Degree in Computer Science, Mathematics, Statistics, or Engineering,	This position requires a minimum of eight (8) years of experience performing database analysis activities	Leads and / or performs under minimal supervision. Analyzes and determines information needs and elements, data relationships and attributes, data flow and storage requirements, and data output and reporting capabilities. The analyst develops data modeling schemas and is responsible for data acquisition, access analysis / design, archive, recovery, and load strategy design and implementation. Works to ensure consistency and integration within data warehouse structures. Reviews business requests for data and data usage, researches data sources for new and better data feeds, and participates in continuous process improvement efforts to enhance performance, meet requirements and provide overall increased functionality.
Database Architect	Masters Degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required. For Department of Defense (DoD) contracts, will be required to be DoD	This position requires a minimum of 10 years of experience in database engineering / architecture or related experience.	Responsible for setting clear objectives for data management and translating complex user requirements into efficient, scalable database designs. Develops and implements database management processes, ensuring data security, integrity, and performance across systems. Creates comprehensive documentation detailing database structures, workflows, and management protocols. Collaborates with cross-functional teams to optimize data storage and retrieval processes, troubleshoot issues, and ensure databases meet evolving business needs. Expertise in database

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
	8570.01M IAT Level II qualified within 6 months of employment.		technologies, design principles, and performance tuning is critical to drive efficient data architecture solutions.
Graphics Specialist	High School Diploma or G.E.D.	This position requires a minimum of two (2) years of experience in designing and publishing graphics for use on websites and in documentation	Responsible for graphics design and use, operation, and setup of computer graphic systems for business communications. Executes graphics projects, coordinates all graphic production scheduling; coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium.
Help Desk Support Services Intern	High School Diploma or G.E.D.	Must demonstrated the ability to communicate orally and in writing and must have a positive Customer service attitude	Performs under direct supervision. Part of team responsible for providing technical assistance and support related to computer systems, hardware, or software. Assists in responding to queries, running diagnostic programs, isolating problems, performing triage, referencing knowledge base for resolutions to similar issues and determining and implementing solutions. Will be part of team delivering first line of support in solving fundamental technical problems and provide support for all assigned areas.
Help Desk Support Services Manager	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline	This position requires a minimum of seven (7) years of experience with three (3) years working in an ITIL based environment	Provides daily supervision and direction to staff responsible for service desk operations. This position serves as the initial point of contact for troubleshooting IT operations issues, including but not limited to hardware/software, PC, and printer problems. This position may manage elements of the service desk ranging from Tier 0 thru Tier 3, delivering ITIL based operations.
Help Desk Support Services Specialist I	High School Diploma or G.E.D.	This position requires one (1) year of experience and demonstrated ability to communicate written and orally	Performs under direct supervision. Part of team responsible for providing technical assistance and support related to computer systems, hardware, or software. Assists in responding to queries, running diagnostic programs, isolating problems, performing triage, referencing knowledge base for resolutions to similar issues and determining and implementing solutions. Will be part of team delivering first line of support in solving fundamental technical problems and provide support for all assigned areas. Must have a positive customer service orientated attitude.
Help Desk Support	High School Diploma or G.E.D.	This position requires a minimum of two	Performs under general supervision. Responsible for providing technical assistance and support related to computer systems, hardware, or

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
Services Specialist II		(2) Years of experience and demonstrated ability to communicate written and orally	software. Responds to queries, runs diagnostic programs, isolates problem, performs triage, references knowledge base for resolutions to similar issues and determines and implements solution. General experience includes information systems development and other work in the client/server field, or related fields. Will be considered the first line of support in solving fundamental technical problems and provide support for all assigned areas. Must have a positive customer service orientated attitude.
Help Desk Support Services Specialist III	An Associate's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline is required	This position requires a minimum of five (5) Years of experience and demonstrated ability to communicate written and orally	May perform as a task lead and / or performs under minimal supervision. Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, performs triage, references knowledge base for resolutions to similar issues and determines and implements solution. General experience includes information systems development and other work in the client/server field, or related fields. Will be considered the first line of support in solving fundamental technical problems and provide support for all assigned areas. Must have a positive customer service orientated attitude.
Information Assurance Analyst I	Bachelor's degree in information systems, computer science, engineering or other related scientific or technical disciplines. For DoD Contracts, Requires minimum qualification a DoD 8570.01M Information Assurance Manager (IAM) Level II within 6 months of employment	This position requires a minimum of three (3) years' Information Assurance / CyberSecurity activities. Must have experience in Windows and / or Linux environments	Performs under direct supervision. Identifies security threats and vulnerabilities and assesses against established CyberSecurity requirements. Establishes and satisfies complex system wide information security requirements based upon analyzing user, policy, regulatory, and resource demands. Coordinates with customer organization to define and develop information system security programs, resources, and risks. Coordinates resolution of highly complex problems and tasks. Must possess a strong knowledge of computer security principals, information assurance policy and information system, network and enclave infrastructure and CyberSecurity requirements. Responsible for ensuring security compliance requirements are met and responsible for continuous monitoring activities.
Information Assurance Analyst II	Bachelor's degree in information systems, computer science or other related scientific or	This position requires a minimum of five (5) years' Information	Performs under general supervision. Identifies security threats and vulnerabilities and assesses against established CyberSecurity requirements. Establishes and satisfies complex system wide information security requirements based upon



ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
	technical disciplines. For DoD Contracts, Requires minimum qualification a DoD 8570.01M IAM Level II within 6 months of employment	Assurance / CyberSecurity activities. Must have experience in Windows and / or Linux environments	analyzing user, policy, regulatory, and resource demands. Coordinates with customer organization to define and develop information system security programs, resources, and risks. Coordinates resolution of highly complex problems and tasks. Must possess a strong knowledge of computer security principals, information assurance policy and information system, network and enclave infrastructure and CyberSecurity requirements. Responsible for ensuring security compliance requirements are met and responsible for continuous monitoring activities.
Information Assurance Analyst III	Bachelor's degree in information systems, computer science, or other related scientific or technical disciplines. For DoD Contracts, Requires minimum qualification a DoD 8570.01M IAM Level III	This position requires a minimum of eight (8) years' Information Assurance / CyberSecurity activities. Must have experience in Windows and / or Linux environments	May perform as a task lead and / or perform under minimal supervision. Identifies security threats and vulnerabilities and assesses against established CyberSecurity requirements. Establishes and satisfies complex system wide information security requirements based upon analyzing user, policy, regulatory, and resource demands. Coordinates with customer organization to define and develop information system security programs, resources, and risks. Coordinates resolution of highly complex problems and tasks. Must possess a strong knowledge of computer security principals, information assurance policy and information system, network and enclave infrastructure and CyberSecurity requirements. Responsible for ensuring security compliance requirements are met and responsible for continuous monitoring activities.
Information Systems Security Engineer I	Bachelor's degree in information systems, computer science, engineering, business administration, or other related scientific or technical disciplines. For DoD Contracts, Requires minimum qualification a DoD 8570.01M IAM Level II within 6 months of employment	This position requires a minimum of three (3) years of experience performing information assurance and / or IT governance activities. This position requires strong CyberSecurity background	Performs under direct supervision. Provides Information Assurance and Information Security validation services for sustainment of IT systems. Will be familiar with Information Assurance and Cybersecurity strategies for IT systems. Duties may include performing non-technical (physical and environmental) assessments and validation of systems and determining / documenting fixes and / or mitigations to determine level of security. Must be a knowledgeable in security governance requirements of organization and will review, evaluate, and audit software products, network and data management systems, and computer systems to ensure adherence to system performance and quality standards of the organization. Duties may include having giving inputs in certifying that all information systems have met quality requirements

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
			and applicable organizational and industry standards.
Information Systems Security Engineer II	Bachelor's degree in information systems, computer science, engineering, business administration, or other related scientific or technical disciplines. For DoD Contracts, Requires minimum qualification a DoD 8570.01M IAM Level II within 6 months of employment	This position requires a minimum of Five (5) years of experience performing information assurance and / or IT governance activities. This position requires strong CyberSecurity background	Performs under general supervision. Provides Information Assurance and Information Security validation services for sustainment of IT systems. Will be familiar with Information Assurance and Cybersecurity strategies for IT systems. Duties may include performing non-technical (physical and environmental) assessments and validation of systems and determining / documenting fixes and / or mitigations to determine level of security. Must be a knowledgeable in security governance requirements of organization and will review, evaluate, and audit software products, network and data management systems, and computer systems to ensure adherence to system performance and quality standards of the organization. Duties may include having giving inputs in certifying that all information systems have met quality requirements and applicable organizational and industry standards.
Information Systems Security Engineer III	Bachelor's degree in information systems, computer science, engineering, business administration, or other related scientific or technical disciplines. For DoD Contracts, Requires minimum qualification a DoD 8570.01M IAM Level III	This position requires a minimum of eight (8) years of experience performing information assurance and / or IT governance activities. This position requires strong CyberSecurity background	May perform as a task lead and / or perform under minimal supervision. Provides Information Assurance and Information Security validation services for sustainment of IT systems. Will be familiar with Information Assurance and Cybersecurity strategies for IT systems. Duties may include performing non-technical (physical and environmental) assessments and validation of systems and determining / documenting fixes and / or mitigations to determine level of security. Will be an expert in security governance requirements of organization and will review, evaluate, and audit software products, network and data management systems, and computer systems to ensure adherence to system performance and quality standards of the organization. Duties may include certifying that all information systems have met quality requirements and applicable organizational and industry standards.
Infrastructure Services Engineer I	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT Level II	This position requires a minimum of seven (3) years of experience managing or performing Internet Protocol	Performs under direct supervision. Knows one or more aspects of telecommunications or data system integration. Possesses knowledge in one or more areas of the telecommunications or data network arenas and may possess specialized knowledge routing/switching infrastructures, transport technology, IP based Telephony, network management systems, or protocols for computer



ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
	qualified within 6 months of employment	(IP) based services and support activities	telephony integration (CTI). May perform research in support of the development of requirements or standards for a specific CTI specialty. Assists in testing or analysis of CTI interoperability with data or telecommunication protocols or services. May performs technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration.
Infrastructure Services Engineer II	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment	This position requires a minimum of seven (5) years of experience managing or performing IP based services and support activities	Performs under general supervision. Knows one or more aspects of telecommunications or data system integration. Possesses knowledge in one or more areas of the telecommunications or data network arenas and may possess specialized knowledge routing/switching infrastructures, transport technology, IP based Telephony, network management systems, or protocols for CTI. May perform research in support of the development of requirements or standards for a specific CTI specialty. Assists in testing or analysis of CTI interoperability with data or telecommunication protocols or services. May performs technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration.
Infrastructure Services Engineer III	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT Level III qualified	This position requires a minimum of seven (7) years of experience managing or performing IP based services and support activities	Leads and / or performs under minimal supervision. Knows one or more aspects of telecommunications or data system integration. Possesses broad knowledge in one or more areas of the telecommunications or data network arenas and may possess specialized knowledge routing/switching infrastructures, transport technology, IP based Telephony, network management systems, or protocols for CTI. Performs research supporting the development of requirements or standards for a specific CTI specialty. Assists in testing or analysis of CTI interoperability with data or telecommunication protocols or services. Performs technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration.
Installation Engineer I	High School Diploma or GED	This position requires a minimum of 1 year of hands-on related installation or	Assists in the installation of IT systems, networks, hardware, and software at various sites under the guidance of senior team members. Involves basic tasks such as setting up equipment, ensuring systems meet installation standards, and troubleshooting initial technical issues. The

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
		related experience.	individual will gain hands-on experience with different IT environments and installation techniques while learning to follow established protocols. Strong attention to detail and a willingness to learn are essential for success in this role. Collaboration with other team members to ensure smooth installations is a key responsibility.
Installation Engineer II	Associates Degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required. For Department of Defense (DoD) contracts, will be required to be DoD 8570.01M IAT Level I qualified within 6 months of	This position requires a minimum of 4 years of experience in installation or related experience.	Works independently on less complex installations and assists on more complex projects under the supervision of senior engineers. Responsibilities include configuring and installing IT systems, networks, hardware, and software, as well as addressing routine technical issues that arise during deployment. Supports site managers by providing input on installation processes and ensuring that systems function correctly post-installation. Will be responsible for identifying minor risks and applying mitigation strategies where applicable. Strong problem-solving skills and an ability to adapt to different installation environments are important at this level.
Installation Engineer III	Bachelors degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required. For Department of Defense (DoD) contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment.	This position requires a minimum of 8 years of experience in installation or related experience.	Responsible for executing more complex IT installations, including configuring and deploying a wide range of systems, networks, hardware, and software in diverse environments. Works closely with site managers, leading portions of the installation process, and ensuring all systems meet client specifications. Identifies potential risks during installation, develops strategies to mitigate them, and resolves technical issues that may arise. May oversee small teams during specific phases of the deployment process, ensuring proper commissioning and functionality of all installed systems. Leadership and advanced troubleshooting abilities are critical at this level.
Installation Engineer IV	Bachelors Degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required. For Department of Defense (DoD) contracts, will be	This position requires a minimum of 10 years of experience in installation or related experience.	Leads and oversees the planning, execution, and full commissioning of complex IT installations across a variety of sites. Responsibilities include creating comprehensive installation plans, collaborating with site managers, and coordinating with teams to ensure smooth execution. Requires deep expertise in deploying IT systems, networks, hardware, and software, as well as the ability to identify and mitigate potential risks proactively. Responsible for overseeing all aspects of the installation process, from initial planning to final

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
	required to be DoD 8570.01M IAT Level II qualified within 6 months of		testing and commissioning. Strong leadership skills, the ability to manage multiple stakeholders, and a proven track record in executing complex IT deployments are essential for success in this role.
Installation Technician I	High School Diploma or G.E.D.	This position requires a minimum of one (1) year experience in an IT operations environment	Performs under direct supervision. Part of team responsible for the installation, removal, and maintenance of IT Systems to include Video Teleconferencing (VTC) equipment, network components, computer systems, applications, electronic systems and equipment, security equipment's and systems, horizontal and vertical low voltage and fiber cabling and other specialized equipment. Will assist in implementing system testing and preventive maintenance programs. Will assist in performing routine technical and security integration functions related to the support of the development of engineering activities such as setup, operation, maintenance, modification, circuit testing, calibration, trouble shooting, and repair of electronic and / or electro-mechanical systems, experimental design circuitry, prototype models, or specialized test equipment. Applies working technical knowledge to perform routine or complex tasks in troubleshooting and repairing equipment, performing activities such as taking test measurements, performing test/calibration procedures, observing results, and recording information for evaluation.
Installation Technician II	An Associates' Degree in Computer Science, Business or equivalent studies	This position requires a minimum of three (3) years of experience in an IT operations environment	Performs under general supervision. Part of team responsible for installing, removing and maintaining IT Systems to include: VTC equipment, network components, computer systems, applications, electronic systems and equipment, security equipment's and systems, horizontal and vertical low voltage and fiber cabling and other specialized equipment. Will assist in implementing system testing and preventive maintenance programs. Will assist in performing routine technical and security integration functions related to the support of the development of engineering activities such as setup, operation, maintenance, modification, circuit testing, calibration, trouble shooting, and repair of electronic and / or electro-mechanical systems, experimental design circuitry, prototype models, or specialized test equipment. Applies working technical knowledge to perform routine or complex tasks in troubleshooting and repairing equipment, performing activities such as taking

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			test measurements, performing test/calibration procedures, observing results, and recording information for evaluation.
Installation Technician III	A Bachelor's Degree in Computer Science, Business or equivalent studies	This position requires a minimum of five (5) years of experience in an IT operations environment	Leads and / or performs under minimal supervision. Responsible for installing, removing and maintaining IT Systems to include: VTC equipment, network components, computer systems, applications, electronic systems and equipment, security equipment's and systems, horizontal and vertical low voltage and fiber cabling and other specialized equipment. Implements system testing and preventive maintenance programs. Performs routine technical and security integration functions related to the support of the development of engineering activities such as setup, operation, maintenance, modification, circuit testing, calibration, trouble shooting, and repair of electronic and / or electro-mechanical systems, experimental design circuitry, prototype models, or specialized test equipment. Applies working technical knowledge to perform routine or complex tasks in troubleshooting and repairing equipment, performing activities such as taking test measurements, performing test/calibration procedures, observing results, and recording information for evaluation.
IT Systems Architect	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT and / or IAM Level II qualified. Must have experience operating in Windows and / or Linux environments	This position requires a minimum of ten (10) years of experience performing IT systems activities. This position requires strong IT knowledge and excellent written and verbal skills	Performs as the subject matter expert (SME), establishing state-of-the-art techniques for designing, developing, modifying and troubleshooting highly complex software operating systems and applications architectures within an IT and/or CyberSecurity environment ; defines complex design specifications and parameters; identifies and directs resolution of complex hardware/software interface issues; performs as the SME in all areas of software engineering, including emerging technologies; directs the development of systems specifications and technical documentation; may serve as project lead, either working independently in a technical role in field of specialization, or providing work leadership with management or supervisory responsibility for the group; responsible for task cost, schedule and level of effort estimates; reports project progress directly to senior management; performs business development services; may provide expertise to multiple projects and tasks; may supervise and direct the work of assigned staff.

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
Logistics Analyst I	An Associates' Degree in Business, Management or equivalent	At least two (2) years of related hands-on experience with Integrated Logistics Support activities or other requirements specified by an actual Statement of Work or Statement of Need	Performs under direct supervision. Provides logistics, supply, technical, and analytical activities as directed and supervised by a functional lead. Plans, schedules, and implements logistics tasks, processes, and procedures. Reviews logistics policy and guidance, develops logistics support plans, and provides input to acquisition milestones. Prepares or provides input to technical reports; deliverable items, briefings; technical interchanges; feasibility studies; and critical design reviews. Provides logistics support on supply chain management; diminishing parts; acquisition/procurement; disposition; and inventories. Coordinates logistics activities between the government, subcontractors, and vendors. Provides life cycle support analyses. Performs Integrated Logistics Support (ILS) activities.
Logistics Analyst II	A Bachelors Degree in Business, Management or equivalent	At least five (5) years of related hands-on experience with ILS activities or other requirements specified by an actual Statement of Work or Statement of Need	Performs under general supervision. Provides logistics, supply, technical, and analytical activities as directed and supervised by a functional lead. Plans, schedules, and implements logistics tasks, processes, and procedures. Reviews logistics policy and guidance, develops logistics support plans, and provides input to acquisition milestones. Prepares or provides input to technical reports; deliverable items, briefings; technical interchanges; feasibility studies; and critical design reviews. Provides logistics support on supply chain management; diminishing parts; acquisition/procurement; disposition; and inventories. Coordinates logistics activities between the government, subcontractors, and vendors. Provides life cycle support analyses. Performs ILS activities.
Logistics Analyst III	A Bachelors Degree in Business, Management or equivalent	At least seven (7) years of related hands-on experience with ILS activities or other requirements specified by an actual Statement of Work or Statement of Need	Leads and / or performs under minimal supervision. Provides logistics, supply, technical, and analytical activities. Plans, schedules, and implements logistics tasks, processes, and procedures. Reviews logistics policy and guidance, develops logistics support plans, and determines and supports acquisition milestones. Prepares or provides input to technical reports; deliverable items, briefings; technical interchanges; feasibility studies; and critical design reviews. Provides logistics support on supply chain management; diminishing parts; acquisition/procurement; disposition; and inventories. Coordinates logistics activities between the government, subcontractors,

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
			and vendors. Provides life cycle support analyses. Performs ILS activities.
Management Analyst I	An Associates' Degree in Computer Science, Business or equivalent studies	This position requires a minimum of two (2) years in organizational management or contract execution activities	Performs under direct supervision. Will assist in analyzing and examining contract, program, and financial data; and making / implementing recommendations on systems, procedures and organizational changes. Will facilitate integration activities and access to the organization's system, network and environmental components. Will assist in promoting, tracking and measuring compliance and implementing appropriate data collection, reporting and record keeping processes. May serve as the SME for organizational policy and instruction. Will assisting in coordinating the management, development, implementation and use of information systems and is hands-on in management operations, including the use and administration of IT / IS systems.
Management Analyst II	A Bachelors Degree in Computer Science, Business or equivalent studies	This position requires a minimum of five (5) years in organizational management or contract execution activities	Performs under general supervision. Will assist in analyzing and examining contract, program, and financial data; and making / implementing recommendations on systems, procedures and organizational changes. Will facilitate integration activities and access to the organization's system, network and environmental components. Will assist in promoting, tracking and measuring compliance and implementing appropriate data collection, reporting and record keeping processes. May serve as the SME for organizational policy and instruction. Will assisting in coordinating the management, development, implementation and use of information systems and is hands-on in management operations, including the use and administration of IT / IS systems.
Management Analyst III	A Bachelors Degree in Computer Science, Business or equivalent studies	This position requires a minimum of seven (7) years in organizational management or contract execution activities	Leads and / or performs under minimal supervision. Responsible for analyzing and examining contract, program, and financial data; and making / implementing recommendations on systems, procedures and organizational changes. Will facilitate integration activities and access to the organization's system, network and environmental components. Responsible for promoting, tracking and measuring compliance and implementing appropriate data collection, reporting and record keeping processes. May serve as the SME for organizational policy and instruction. Coordinates the management, development, implementation and use of information systems and is hands-on in



ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
			management operations, including the use and administration of IT / IS systems.
Network Engineer I	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment	This position requires a minimum of seven (3) years of experience managing or performing network engineering and support activities	Performs under direct supervision. Part of team responsible for designing, implementing, monitoring and managing the local and wide area networks, and ensure maximum uptime for users. May be responsible for designing network configurations, documenting and managing the installation of new networks, and maintaining and upgrading existing networks as necessary. May be responsible for securing network and ensuring CyberSecurity requirements are met. May be responsible for performance engineering and modernization activities, including cloud migration and operations. Provides recommendations to government for efficient network operations.
Network Engineer II	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment	This position requires a minimum of seven (5) years of experience managing or performing network engineering and support activities	Performs under general supervision. Part of team responsible for designing, implementing, monitoring and managing the local and wide area networks, and ensure maximum uptime for users. May be responsible for designing network configurations, documenting and managing the installation of new networks, and maintaining and upgrading existing networks as necessary. May be responsible for securing network and ensuring CyberSecurity requirements are met. May be responsible for performance engineering and modernization activities, including cloud migration and operations. Provides recommendations to government for efficient network operations.
Network Engineer III	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT Level III qualified	This position requires a minimum of seven (7) years of experience managing or performing network engineering and support activities	May perform as a task lead and / or perform under minimal supervision. Responsible for designing, implementing, monitoring, and managing the local and wide area networks, and ensure maximum uptime for users. Responsible for designing network configurations, documenting and managing the installation of new networks, and maintaining and upgrading existing networks as necessary. Responsible for securing network and ensuring CyberSecurity requirements are met. Responsible for performance engineering and modernization activities to include cloud migration and operations. Provides recommendations to government for efficient network operations.

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Process Improvement Specialist	Bachelors degree or equivalent in Business Discipline.	This position requires a minimum of 10 years of experience in business operations or related experience.	Responsible for analyzing IT business environments and information systems to identify areas for optimization. Recommends and implements improvements to business and data architectures to enhance overall agency performance. Collaborates with stakeholders to align processes with organizational goals, ensuring that changes lead to increased efficiency and effectiveness. Strong analytical skills and a deep understanding of IT systems and business operations are essential to drive improvements that support long-term success.
Program Analyst I	Associates degree or equivalent in General Degree, business related, computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 3 years of experience in program analytics or related experience.	Assists in the collection and analysis of data related to various operating programs. Under the supervision of senior team members, supports the evaluation of program effectiveness by gathering relevant data and preparing reports. Will begin developing skills in both qualitative and quantitative analysis to identify areas for improvement. Provides foundational experience in program evaluation and performance measurement, contributing to the success of organizational objectives. Strong attention to detail and basic analytical abilities are key.
Program Analyst II	Bachelors degree or equivalent in General Degree, business related, computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 7 years of experience in program analytics or related experience.	Responsible for independently analyzing data to assess the effectiveness of operating programs and business processes. Applies both qualitative and quantitative analytical skills to evaluate program performance, identify trends, and suggest areas for improvement. Responsibilities include creating detailed reports and presenting findings to stakeholders to support decision-making. Works more autonomously than entry-level roles and contributes to larger program evaluation efforts. The ability to manipulate data and develop actionable insights is essential for this role.
Program Analyst III	Bachelors degree or equivalent in General Degree, business related, computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 10 years of experience in program analytics or related experience.	Responsible for planning, analyzing, and evaluating the effectiveness of complex operating programs. Utilizes source data to conduct in-depth evaluations of both programs and business processes, applying advanced qualitative and quantitative analytical skills to assess operations. Manipulates data to provide clear program status updates and offers strategic recommendations to improve business processes and program efficiency. Requires a high level of independence, leadership, and the ability to present complex data and insights to senior management for informed decision-making.



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Program Manager I	Bachelor's degree in Computer Science, Business Information Systems, Management or other related discipline	This position requires a minimum of 7 years' Program Management experience	Responsible for the development and implementation of assigned projects within the program portfolio. Will serve as a senior manager for ITACS Solutions contract and may be delegated to function as the ITACS Solutions authorized interface with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, resource allocation, contract budget management, assigning work and contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating the organization's policies, purposes, and goals to subordinates. Ensures adherence to quality standards and reviews project deliverables. May be delegated responsibility for overall contract performance.
Program Manager II	Bachelor's degree in Computer Science, Business Information Systems, Management or other related discipline. Must have Project Management Institute's (PMI) Project Management Professional (PMP) Certification	This position requires a minimum of 10 years' Program Management experience	Responsible for the development and implementation of assigned projects within the program portfolio. Will serve as a senior manager and may be delegated as the authorized interface with the Government CO, the contract-level COR, government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, resource allocation, contract budget management, assigning work and contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating the organization's policies, purposes, and goals to subordinates. Ensures adherence to quality standards and reviews project deliverables. May be delegated responsibility for overall contract performance.
Program Manager III	Master's degree in Computer Science, Business Information Systems, Management, or other related discipline. Must have PMI-PMP certification	This position requires a minimum of 12 years' Program Management experience	Responsible for all aspects of developing and implementing assigned projects within the program portfolio. Will serve as the single Senior manager and shall be the contractor's authorized interface with the Government CO, the contract-level COR, government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, resource allocation, contract budget management, assigning work and contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating the

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
			organization's policies, purposes, and goals to subordinates. Ensures adherence to quality standards and reviews project deliverables. Shall be responsible for the overall contract performance.
Program Manager IV	Masters degree or equivalent in Engineering, Computer Science, Systems, Business, or related scientific /technical discipline,	This position requires a minimum of 15 years of experience in program analytics or related experience.	Responsible for overseeing a diverse portfolio of IT projects, ranging from small to large-scale initiatives, ensuring they are executed in alignment with organizational goals. This role involves managing all aspects of project and program delivery, including cost, schedule, and performance, while mitigating risks and ensuring high-quality outcomes. Serves as the primary point of contact with the Government Contracting Officer (CO), contract-level COR, and other senior government and customer representatives. Responsibilities include formulating and enforcing work standards, allocating resources, managing contract budgets, and overseeing the full systems development life cycle. Must be well-versed in enterprise-wide network engineering, strategic information planning, business process reengineering, and management best practices. Supervises contractor personnel, reviews project deliverables, and ensures adherence to quality standards. Requires strong leadership and communication skills to effectively convey the organization's policies, purposes, and goals to both government stakeholders and subordinates, ensuring overall contract performance and success.
Project Control Specialist I	A bachelors preferably in business management, project management, finance or other related discipline	At least two (2) years of related hands-on experience with project management and finance. Support activities or other requirements specified by a Statement of Work	Performs under direct supervision. Supports all program/project financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting as task lead, functional lead, or individual contributor. Evaluates existing procedures, processes, models, and/or systems to resolve problems or contractual issues. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Plans, organizes, directs, and conducts consulting, survey, or training tasks in problem areas of moderate –to-extensive scope and complexity. Supports complex financial management efforts by performing/leading financial planning, budget formulation, budget execution, budget monitoring, managerial cost accounting, financial analysis, financial management systems, financial risk analysis, other

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			financial reporting, management controls, financial oversight of agency activities, performance measurement, activity based cost management support, management and internal control reviews, improving agency financial management processes and systems continuously, and any other type of financial consulting and technical assistance that is deemed to be necessary by the project / program / customer designated managers.
Project Control Specialist II	A bachelors preferably in business management, project management, finance or other related discipline	At least five (5) years of related hands-on experience with project management and finance. Support activities or other requirements specified by a Statement of Work	Performs under general supervision. Supports all program/project financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting as task lead, functional lead, or individual contributor. Evaluates existing procedures, processes, models, and/or systems to resolve problems or contractual issues. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Plans, organizes, directs, and conducts consulting, survey, or training tasks in problem areas of moderate –to-extensive scope and complexity. Supports complex financial management efforts by performing/leading financial planning, budget formulation, budget execution, budget monitoring, managerial cost accounting, financial analysis, financial management systems, financial risk analysis, other financial reporting, management controls, financial oversight of agency activities, performance measurement, activity based cost management support, management and internal control reviews, improving agency financial management processes and systems continuously, and any other type of financial consulting and technical assistance that is deemed to be necessary by the project / program / customer designated managers.
Project Control Specialist III	A bachelors preferably in business management, project management, finance or other related discipline	At least seven (7) years of related hands-on experience with project management and finance. Support activities or other requirements specified by a Statement of Work	May perform as a task lead and / or perform under minimal supervision. Supports all program/project financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting as task lead, functional lead, or individual contributor. Evaluates existing procedures, processes, models, and/or systems to resolve problems or contractual issues. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Plans, organizes, directs, and conducts consulting, survey, or

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			<p>training tasks in problem areas of moderate –to-extensive scope and complexity. Supports complex financial management efforts by performing/leading financial planning, budget formulation, budget execution, budget monitoring, managerial cost accounting, financial analysis, financial management systems, financial risk analysis, other financial reporting, management controls, financial oversight of agency activities, performance measurement, activity based cost management support, management and internal control reviews, improving agency financial management processes and systems continuously, and any other type of financial consulting and technical assistance that is deemed to be necessary by the project / program / customer designated managers.</p>
Project Manager / Task Lead I	Bachelor’s degree in Computer Science, Business Information Systems, Management or other related discipline	This position requires a minimum of three (3) years’ project and / or task management experience	<p>Under direct supervision, will function as a manager for tasks / projects and may assist other project managers and / or Program Manager(s) in working with the contract-level COR, the task order-level COR(s), organizational management personnel and customer agency representatives. Under the guidance of the Project Manager(s) / Program Manager / Program Executive and / or responsible stakeholder, will be responsible for the overall management of the specific tasks and / or specific designated area(s) of responsibilities, ensuring that costs, solutions and schedules are efficient and timely. May be responsible for assembling and directing project team, assigning individual responsibilities, identifying appropriate resources needed and developing budget and schedule to ensure the timely completion of project and deadlines.</p>
Project Manager / Task Lead II	Bachelor’s degree in Computer Science, Business Information Systems, Management or other related discipline. Must have PMI-PMP certification	This position requires a minimum of five (5) years’ project and / or task management experience	<p>Under general supervision, will be a manager for tasks / projects and may assist other project managers and / or Program Manager(s) in working with the contract-level COR, the task order-level COR(s), organizational management personnel and customer agency representatives. Under the guidance of the Project Manager(s) / Program Manager / Program Executive and / or responsible stakeholder, will be responsible for the overall management of the specific tasks and / or specific designated area(s) of responsibilities, ensuring that costs, solutions and schedules are efficient and timely. May be responsible for assembling and directing project team, assigning individual</p>

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
			responsibilities, identifying appropriate resources needed and developing budget and schedule to ensure the timely completion of project and deadlines.
Project Manager / Task Lead III	Bachelor's degree in Computer Science, Business Information Systems, Management or other related discipline. Must have PMI-PMP certification	This position requires a minimum of seven (7) years' project and / or task management experience	Will function the overall manager for a large, complex task order (or a group of task orders affecting the same common / standard / migration system) and may assist the Program Manager in working with the contract-level COR, the task order-level COR(s), organizational management personnel and customer agency representatives. Under the guidance of the Program Manager / Program Executive and or responsible stakeholder, the Project Manager will be responsible for the overall management of the specific task order(s) and / or specific designated area(s) of responsibilities, ensuring that costs, solutions and schedules are efficient and timely. Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed and developing budget and schedule to ensure timely project completion and deadlines.
Project Manager / Task Lead IV	Masters degree or equivalent in Engineering, Computer Science, Systems, Business or related scientific /technical discipline,	This position requires a minimum of 10 years of experience in project / task management or related experience.	Responsible for managing large, complex projects, ensuring the successful delivery of solutions within scope, budget, and schedule. Will oversee all aspects of the project lifecycle, applying advanced project management methodologies to plan, execute, and monitor project progress. Tracks costs, schedules, and performance metrics while proactively identifying and mitigating risks to ensure successful project outcomes. Responsible for assembling and leading project teams, assigning responsibilities, and coordinating resources to meet deadlines efficiently. Works closely with the Program Manager, contract-level COR, and other key stakeholders to ensure alignment with organizational goals and client expectations. Strong leadership, problem-solving, and risk management skills are essential to maintaining control over project execution and ensuring the delivery of high-quality solutions.
Project Support Specialist I	High School Diploma or G.E.D.	Must demonstrate comprehension of basic project administration / program support principals	Under direct supervision, supports management by providing general office functions, which include typing correspondence; filing, answering telephones and assisting other administrative support as necessary. Assists in developing management plans and reports as directed and supervised by a functional lead. Coordinates schedules to facilitate completion of proposals,

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
			<p>projects, contract deliverables, management reviews, and briefings/presentations. Performs analysis, development, and review of program administrative operating procedures. Provides meeting and travel coordination, filing and document organization, and related support services.</p>
Project Support Specialist II	<p>Associates Degree in business, management, computer science or equivalent or equivalent</p>	<p>This position requires a minimum of two (2) years of experience in general project administration / program support</p>	<p>Under general supervision, supports management by providing general office and project support functions, which include typing correspondence; filing, answering telephones and assisting other administrative support as necessary. Assists in developing management plans and reports as directed by a functional lead. Coordinates schedules to facilitate completion of proposals, projects, contract deliverables, management reviews, and briefings/presentations. Performs analysis, development, and review of program administrative operating procedures. Provides meeting and travel coordination, filing and document organization, and related support services. Must have a working knowledge of Microsoft Word and Excel.</p>
Project Support Specialist III	<p>Bachelor's Degree in business, management, computer science or equivalent</p>	<p>This position requires a minimum of four (4) years of experience in general project administration / program support</p>	<p>Leads and / or performs under minimal supervision, supports management by providing general office and project support functions, which include typing correspondence; filing, answering telephones and assisting other administrative support as necessary. Assists in developing management plans and reports as directed by a functional lead. Coordinates schedules to facilitate completion of proposals, projects, contract deliverables, management reviews, and briefings/presentations. Performs analysis, development, and review of program administrative operating procedures. Provides meeting and travel coordination, filing and document organization, and related support services. Must have a working knowledge of Microsoft Word and Excel</p>
Quality Assurance Analyst I	<p>A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline</p>	<p>This position requires three (3) years' experience</p>	<p>Performs under direct supervision. Will assist in developing, implementing, and maintaining quality assurance/configuration management programs in support of various software, hardware, and services. Will assist in establishing standards for life cycle, documentation, development methods, testing, and maintenance. May develop and define major and minor characteristics of</p>



ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
			<p>quality/configuration management (including metrics and scoring parameters) and may determine requisite quality control/configuration management resources for an actual task order. Conducts and / or participates in formal and informal reviews at predetermined points throughout the system life cycle. May serve as liaison between Program Management and other functional groups to resolve quality assurance/configuration management issues.</p>
Quality Assurance Analyst II	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline	This position requires five (5) years of experience and at least one (1) year specialized project experience or formal training	<p>Performs under general supervision. Will assist in developing, implementing, and maintaining quality assurance/configuration management programs in support of various software, hardware, and services. Will assist in establishing standards for life cycle, documentation, development methods, testing, and maintenance. May develop and define major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and may determine requisite quality control/configuration management resources for an actual task order. Conducts and / or participates in formal and informal reviews at predetermined points throughout the system life cycle. May serve as liaison between Program Management and other functional groups to resolve quality assurance/configuration management issues.</p>
Quality Assurance Analyst III	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline	This position requires seven (7) years of experience and at least two (2) years specialized project experience or formal training	<p>Leads and / or performs under minimal supervision. Develops, implements, and maintains quality assurance/configuration management programs in support of various software, hardware, and services. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serves as liaison between Program Management and other functional groups to resolve quality assurance/configuration management issues.</p>

ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
Quality Assurance Analyst IV	Bachelors degree or equivalent in Engineering, Computer Science, or related scientific /technical discipline,	This position requires a minimum of 10 years of experience in quality assurance or related area of expertise.	Responsible for developing and implementing comprehensive quality assurance plans to ensure the overall quality of IT products, services, and systems. This role involves overseeing all phases of quality management, including defining standards and ensuring compliance throughout the system development lifecycle. The individual must have experience resolving complex project or program release issues, taking corrective action as necessary, and escalating problems to ensure successful resolution. The Quality Assurance Analyst IV also ensures the viability, functionality, and effectiveness of essential tools and resources used in the quality assurance process. This role requires strong leadership and the ability to collaborate with cross-functional teams to maintain high standards and achieve project objectives.
Quality Assurance Manager I	Associates degree or equivalent in General Degree, business related, computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 5 years of experience in quality assurance or related area of expertise.	Responsible for assisting in the creation and implementation of quality assurance plans to ensure the overall quality of IT products, services, and systems. Resolves basic project or program release issues, escalating problems when necessary, and implementing corrective actions to achieve successful outcomes. Ensures the functionality, viability, and effectiveness of essential tools used in the quality assurance process. Requires foundational experience in quality management and a collaborative approach to resolving issues within established guidelines.
Quality Assurance Manager II	Bachelors degree or equivalent in General Degree, business related, computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 8 years of experience in quality assurance or related area of expertise.	Independently manages quality assurance activities across IT projects. Creates and executes detailed quality assurance plans to guarantee the performance and reliability of products, services, and systems. This includes identifying and resolving more complex project or program release problems and escalating issues as needed to meet project goals. Responsible for ensuring that essential tools are functional and effective throughout the quality management process. Collaborates with cross-functional teams to implement quality improvements and provide guidance on corrective actions.



ITACS Solutions Labor Category	Minimum Education / Certification Level	Minimum / General Experience	Position Description
Quality Assurance Manager III	Masters degree or equivalent in General Degree, business related, computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 10 years of experience in quality assurance or related area of expertise.	Oversees and leads the full scope of quality assurance activities for IT projects, including the development and execution of comprehensive plans to ensure the highest quality of products, services, and systems. Resolves complex release problems, take proactive corrective action, and escalating issues when necessary to ensure project success. Ensures the functionality and effectiveness of key quality management tools, driving continuous improvement throughout the quality assurance process. Provides leadership to teams, ensuring that quality standards are met and maintained throughout the project lifecycle.
Release Manager	A Bachelor's degree in Management, Business, Information Systems, or other related discipline	This position requires a minimum of four (4) years of previous release and / or project management experience	Will work closely with the development and IT organization to coordinate release schedule. Will assist in managing projects and interdependencies to ensure milestone adherence to ensure the integrity of the release can be measured. Manages risks and resolves issues that affect release scope, schedule and quality. Responsible for forward plan release windows and cycles across a portfolio of applications. Will coordinate release content and effort based on the service request backlog, pending service requests, third party applications, and / or operating system updates. Responsible for conducting release readiness reviews, milestone reviews, and business go/no-go reviews. Will Negotiate, plan and manage all release activities. Will work collaboratively with all participants in software development projects and supports developers and testers as they set up their build dev/test environments.
Security Analyst I	Bachelors degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 3 years of experience in cybersecurity analysis or related experience.	Responsible for supporting the monitoring and analysis of security systems to ensure the protection of organizational data and resources. This role involves learning security principles, policies, and regulations while assisting with identifying potential security risks and vulnerabilities. Works closely with senior team members to document findings, help implement security measures and contribute to resolving basic security issues. Strong attention to detail and a willingness to learn are essential at this level.

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Security Analyst II	Bachelors degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 7 years of experience in cybersecurity analysis or related experience.	Responsible for independently identifying and analyzing risks in security systems, applying thorough knowledge of security principles, policies, and regulations. Collaborates with technical teams to resolve security issues and implement preventive measures. Monitors systems for vulnerabilities, performs risk assessments, and contributes to the development of security protocols. Documents security concerns and presents findings in clear, concise reports or visual formats. Strong problem-solving abilities and a comprehensive understanding of security concepts are key to this role.
Security Analyst III	Masters degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 5 years of experience in cybersecurity analysis or related experience.	Leads and manages teams of security analysts, leveraging extensive knowledge of security principles, concepts, policies, and regulations. Identifies and mitigates risks within security systems, collaborating with technical experts to resolve complex security issues, and ensures that best practices are followed across the organization. Responsible for distilling key factors, risks, and insights from discussions and technical data, documenting them in detailed narrative or graphical reports. Requires leadership skills, deep expertise in the security discipline, and the ability to guide teams in maintaining robust security measures.
Security Technician I	Associates degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 3 years of experience in related area of expertise.	Assists in the implementation of basic IT security solutions, working under the supervision of more experienced team members. This role involves learning and applying security principles, policies, and regulations to support system security. Will gain hands-on experience in cybersecurity tasks such as monitoring systems, managing security documentation, and ensuring compliance with security and privacy rules. Strong attention to detail and a willingness to learn are essential in building foundational knowledge in IT security practices.
Security Technician II	Bachelors degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 5 years of experience in related area of expertise.	Responsible for independently implementing IT security solutions, ensuring successful deployment and compliance with security principles, policies, and regulations. Manages cybersecurity documentation, monitors systems for vulnerabilities, and ensures adherence to security and privacy standards. collaborates with technical teams to maintain secure systems and address any issues that arise. Strong knowledge of IT security,

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			cyber document management, and privacy rules is essential for success in this role.
Security Technician III	Bachelors degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 8 years of experience in related area of expertise.	Leads the implementation of advanced IT security solutions across various systems, ensuring the effective application of security principles, policies, and regulations. Manages complex security documentation, oversees compliance with cybersecurity and privacy rules, and provides guidance to junior technicians. Identifies potential security risks and works with technical teams to resolve issues and enhance security measures. Ensures that all implemented solutions meet organizational security requirements and best practices. Leadership and expertise in IT security operations are critical at this level.
Software Tester	Bachelor's Degree in a computer science or related field	This position requires a minimum of three (3) years of experience in the software development or related field	Responsible for the analysis and study of complex software requirements. Provide test activities and status and assist in the development of all test plans and test cases. Identifies, tracks and reports all defects discovered during system test, and works development team personnel and programmers to correct and implement system changes. Ensures the effective configuration management of software systems and applications.
Subject Matter Expert I	Bachelor's Degree in Business, Engineering, Computer Science, Information Systems, Social Science, or other related analytical, scientific, or technical disciplines	minimum of five (5) years of experience, of which at least four (4) years must be specialized in the related technical field, extensive experience as a technical leader and/or Project Manager	Serve as technical expert in areas relevant to a particular project in the related technical field in which the task falls under; performing activities related to analysis and solution recommendations for complex problems that involve the initiation or follow-on research and analysis; development of new methodologies or problem resolution; supporting project design teams; and preparation of technical papers and reports. Provides subject matter consulting services that support the client's current, ongoing or future initiatives and IT strategies. Provides a thorough working knowledge of subject matter in developing and analyzing vulnerability & risk assessment reports, acting as a communication liaison between Program Manager designees & Project Managers. Works closely with the project team and stakeholders to deliver the best technological solution to technical issues. Develops, leads, participates and conducts quality workshops, benchmarking, and surveys. Facilitates process improvement efforts.
Subject Matter Expert II	Bachelor's Degree in Business, Engineering, Computer Science,	minimum of eight (8) years of experience, of which at least	Serve as technical expert in areas relevant to a particular project in the related technical field in which the task falls under; performing activities related to analysis and solution recommendations

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	Information Systems, Social Science, or other related analytical, scientific, or technical disciplines	seven (7) years must be specialized in the related technical field, extensive experience as a technical leader and/or Project Manager	for complex problems that involve the initiation or follow-on research and analysis; development of new methodologies or problem resolution; supporting project design teams; and preparation of technical papers and reports. Provides subject matter consulting services that support the client's current, ongoing or future initiatives and IT strategies. Provides a thorough working knowledge of subject matter in developing and analyzing vulnerability & risk assessment reports, acting as a communication liaison between Program Manager designees & Project Managers. Works closely with the project team and stakeholders to deliver the best technological solution to technical issues. Develops, leads, participates and conducts quality workshops, benchmarking, and surveys. Facilitates process improvement efforts.
Subject Matter Expert III	Master's Degree in Business, Engineering, Computer Science, Information Systems, Social Science, or other related analytical, scientific, or technical disciplines	minimum of ten (10) years of experience, of which at least nine (9) years must be specialized in the related technical field, extensive experience as a technical leader and/or Project Manager	Serve as technical expert in areas relevant to a particular project in the related technical field in which the task falls under; performing activities related to analysis and solution recommendations for complex problems that involve the initiation or follow-on research and analysis; development of new methodologies or problem resolution; supporting project design teams; and preparation of technical papers and reports. Provides subject matter consulting services that support the client's current, ongoing or future initiatives and IT strategies. Provides a thorough working knowledge of subject matter in developing and analyzing vulnerability & risk assessment reports, acting as a communication liaison between Program Manager designees & Project Managers. Works closely with the project team and stakeholders to deliver the best technological solution to technical issues. Develops, leads, participates and conducts quality workshops, benchmarking, and surveys. Facilitates process improvement efforts.
Systems Engineer I	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment	This position requires a minimum of three (3) years of experience managing or performing systems engineering and support activities	Under direct supervision, participates in all phases of computer operating/hardware systems engineering, including design, analysis, and modeling at a technical level; analyzes complex computer software/hardware requirements to provide integration and implementation support within an IT systems and/or CyberSecurity environment; performs operating/hardware systems engineering, including full life cycle design and development; analyzes and documents users' functional and data requirements and

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			executes solutions; coordinates all activities necessary to complete an engineering projects to specification and on schedule.
Systems Engineer II	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment	This position requires a minimum of five (5) years of experience managing or performing systems engineering and support activities	Under general supervision, participates in all phases of computer operating/hardware systems engineering, including design, analysis, and modeling at a technical level; analyzes complex computer software/hardware requirements to provide integration and implementation support within an IT systems and/or CyberSecurity environment; performs operating/hardware systems engineering, including full life cycle design and development; analyzes and documents users' functional and data requirements and executes solutions; coordinates all activities necessary to complete an engineering projects to specification and on schedule;
Systems Engineer III	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT Level III qualified	This position requires a minimum of seven (7) years of experience managing or performing systems engineering and support activities	Leads and / or performs under minimal supervision. Participates in all phases of computer operating/hardware systems engineering, including design, analysis, and modeling at a technical level; analyzes complex computer software/hardware requirements to provide integration and implementation support within an IT systems and/or CyberSecurity environment; performs operating/hardware systems engineering, including full life cycle design and development; analyzes and documents users' functional and data requirements and executes solutions; coordinates all activities necessary to complete an engineering projects to specification and on schedule;
Systems Engineer IV	Masters degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required. For Department of Defense (DoD) contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment.	This position requires a minimum of 10 years of experience in managing or performing systems engineering.	Provides expert technical support in system architecture, design, integration, and management. Leads teams in the development of application and technical plans, offering guidance throughout the systems engineering process, and is responsible for dictating design choices to software developers, including platforms, coding, and technical standards. Responsible for assisting with technical input to system designs, ensuring they meet both functional and technical requirements, while analyzing requirements against fiscal, schedule, and performance issues. Works closely with customers and project leaders, providing education, tuning assistance, and problem-solving support for strategic product installations. Addresses critical situations and ensures smooth integration of systems in alignment with organizational objectives. Oversees the full life

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			cycle of the software development process, enforcing standards and practices. Strong leadership, extensive experience in system architecture, and the ability to resolve complex technical issues are essential in this role.
Technical Documentation Expert	Bachelors degree or equivalent in computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 10 years of experience in technical documentation or related experience.	Responsible for translating complex technical data and information into clear, simplified language that can be easily understood by end users of IT systems and projects. Requires expertise in gathering technical data from various sources and converting it into well-structured, written narratives. Must be proficient in using word processing, spreadsheet, graphics, and scheduling tools to create comprehensive documentation. Ensures that all materials meet quality standards and effectively communicate technical information in a user-friendly format. Strong attention to detail, the ability to work with technical experts, and experience in simplifying complex concepts are critical for success in this role.
Technical Documentation Specialist	Bachelor's Degree in Computer Science, English, Communications or equivalent	This position requires a minimum of five (5) years of experience performing software engineering activities	Responsible for preparing and/or maintaining systems, programming, and operations documentation, procedures, and methods, including user and reference manuals. Maintains a current internal documentation library. Provides or coordinates special documentation services as required. Competent to work all phases of documentation. Must be proficient in writing for both technical and non-technical audiences. Responsible for continuously editing and revising content to ensure documentation is current.
Training Developer I	Associates degree or equivalent in General Degree, business related, computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 4 years of experience in related area of expertise.	Supports the development, writing, and creation of basic training materials, training plans, and programs for IT organizations, programs, or projects. Helps with the creation of training content for a variety of presentation formats, including written documents, visual aids, and web-based platforms. Works under the guidance of senior team members, assisting in ensuring that training materials meet organizational needs and are accessible for end users. Attention to detail, strong organizational skills, and a willingness to learn are essential.
Training Developer II	Bachelors degree or equivalent in General Degree, business related, computer science,	This position requires a minimum of 7 years of experience in	Responsible for developing, writing, and creating training materials, plans, and programs for IT organizations, programs, or projects. Requires experience in producing training content across multiple presentation media, including written



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	electronics engineering or other engineering or technical discipline is required.	related area of expertise.	materials, visual aids, and web-based platforms. Collaborates with subject matter experts to ensure that training programs are relevant, effective, and accessible to target audiences. The ability to adapt content to different learning styles and media formats is crucial at this level.
Training Developer III	Bachelors degree or equivalent in General Degree, business related, computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 10 years of experience in related area of expertise.	Leads the development and design of training materials, training plans, and comprehensive programs for IT organizations, programs, or projects. Creates content for various media formats, such as written documents, visual presentations, and web-based courses. Ensures that training programs are well-structured, effective, and tailored to the specific needs of the organization. Evaluates the effectiveness of training programs and makes necessary adjustments. Strong instructional design skills and the ability to manage multiple training projects simultaneously are key responsibilities.
Training Developer IV	Masters degree or equivalent in General Degree, business related, computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 10 years of experience in related area of expertise.	Oversees and directs the creation of complex training materials, plans, and programs for IT organizations, programs, or projects. Leads the development of training content across a wide range of media, including written, visual, and web-based platforms, ensuring that the training is aligned with organizational goals and delivered effectively to diverse audiences. Assesses training needs, guides junior developers, and refines training programs to enhance learning outcomes. Strong leadership, expertise in instructional design, and the ability to deliver training at scale are essential for success in this position.
Training Specialist I	A Bachelor's degree in education, training or related field of study	This position requires three (3) years of experience in the delivery of training instruction and services	Under direct supervision, will provide training and/or develop educational programs where the subject matter or process is highly complex. May formulate and provide input to the overall direction for the training/development activities within the task. Works with project staff, stakeholders, subject matter experts, vendors, and clients to ensure that scope and depth of training/development activities are current and appropriate to organizational requirements. May develop criteria for evaluating the effectiveness of the activities and solicits feedback for continuous improvement. Continually updates course curricula and documentation to ensure timeliness, relevance, and contractual compliance. Conducts formal classroom / virtual courses, workshops, seminars, and computer-based training.

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Training Specialist II	A Bachelor's degree in education, training or related field of study	This position requires five (5) years of experience in the delivery of training instruction and services	Under general supervision, will provide training and/or develop educational programs where the subject matter or process is highly complex. May formulate and provide input to the overall direction for the training/development activities within the task. Works with project staff, stakeholders, subject matter experts, vendors, and clients to ensure that scope and depth of training/development activities are current and appropriate to organizational requirements. May develop criteria for evaluating the effectiveness of the activities and solicits feedback for continuous improvement. Continually updates course curricula and documentation to ensure timeliness, relevance, and contractual compliance. Conducts formal classroom / virtual courses, workshops, seminars, and computer-based training.
Training Specialist III	A Bachelor's degree in education, training or related field of study	This position requires eight (8) years of experience in the delivery of training instruction and services	Leads and / or performs under minimal supervision. Responsible for training and/or developing educational programs where the subject matter or process is highly complex. Formulates and provides overall direction for the training/development activities within the task. Works with project staff, stakeholders, subject matter experts, vendors, and clients to ensure that scope and depth of training/development activities are current and appropriate to organizational requirements. Develops criteria for evaluating the effectiveness of the activities and solicits feedback for continuous improvement. Continually updates course curricula and documentation to ensure timeliness, relevance, and contractual compliance. Conducts formal classroom / virtual courses, workshops, seminars, and computer-based training.
Training Specialist IV	Bachelors degree or equivalent in General Degree, business related, computer science, electronics engineering or other engineering or technical discipline is required.	This position requires a minimum of 10 years of experience in related area of expertise.	Leads the development of training strategies, methods, and materials for large, complex IT organizations and missions. Designs and implements innovative training plans for various media, including written, visual, and web-based formats, adapting to new methodologies and technologies as they emerge. Collaborates with project staff, stakeholders, and subject matter experts to ensure training programs are fully aligned with organizational goals, are relevant, and meet all requirements. Creates evaluation criteria to measure the effectiveness of training programs and drives continuous improvement by integrating feedback. Responsible for conducting advanced

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			formal classroom, virtual, and computer-based training sessions, as well as guiding the direction of training initiatives. Strong leadership, advanced problem-solving, and the ability to drive complex training initiatives with minimal oversight are essential in this role.
VTC Engineer I	Bachelor's Degree in a computer science or related field. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment	This position requires a minimum of two (2) years of experience managing or performing software engineering activities	Performs under direct supervision. Will be responsible for and has experience with the design, service, installation, and engineering of audio, video, and audiovisual presentation systems. Has experience supporting carrier based and / or IP based infrastructure. Must have the ability to collaborate with customers and sales engineers. Primarily responsible for executing all aspects of videoconferencing including call setup, end-user training, troubleshooting, and following through on escalating trouble incidents occurring during calls. Responsible for providing tier-3 support for all video conferencing infrastructure and endpoints.
VTC Engineer II	Bachelor's Degree in a computer science or related field. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment	This position requires a minimum of five (5) years of experience managing or performing software engineering activities	Performs under general supervision. Will assist with the design, service, installation, and engineering of audio, video, and audiovisual presentation systems. Has experience supporting carrier based and / or IP based infrastructure. Must have the ability to work with customers and sales engineers. Duties include but are not limited to execution of all aspects of videoconferencing including call setup, end-user training, troubleshooting, follow through on escalation of trouble incidents occurring during calls, and providing tier-3 support for all video conferencing infrastructure and endpoints.
VTC Engineer III	Bachelor's Degree in a computer science or related field. ICIA CTS-D (International Communication Industry Association, Certified Technology Specialist-Design). For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified	This position requires a minimum of seven (7) years of experience managing or performing software engineering activities	Leads and / or performs under minimal supervision. Will be responsible for and has experience with the design, service, installation, and engineering of audio, video, and audiovisual presentation systems. Has experience supporting carrier based and / or IP based infrastructure. Must have the ability to work with customers and sales engineers. Primarily responsible for executing all aspects of videoconferencing including call setup, end-user training, troubleshooting, and following through on escalating trouble incidents occurring during calls. Responsible for providing tier-3 support for all video conferencing infrastructure and endpoints.

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Web Developer I	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment	This position requires a minimum of (2) two years of experience or formal training	Under direct supervision, designs web architectures that include software, hardware, and communications solutions to support total requirements and provide for present and future cross-functional requirements and interfaces. Ensures web architectures comply with open systems standards as they apply to the client's environment. Evaluates compatibility of information system development efforts with agency web architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. Performs system analysis and design techniques for Internet or Intranet development and distribution to remote sites using various technologies, which may include Hypertext Markup Language (HTML), Hypertext Transfer Protocol (HTTP) and / or Common Gateway Interface (CGI). Develops and applies organization-wide information models for designing and building integrated, shared software, and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.
Web Developer II	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT Level II qualified within 6 months of employment	This position requires a minimum of (5) five years of experience and at least two (2) years of specialized web development or formal training	Under general supervision, designs web architectures that include software, hardware, and communications solutions to support total requirements and provide for present and future cross-functional requirements and interfaces. Ensures web architectures comply with open systems standards as they apply to the client's environment. Evaluates compatibility of information system development efforts with agency web architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. Performs system analysis and design techniques for Internet or Intranet development and distribution to remote sites using various technologies, which may include Hypertext Markup Language (HTML), Hypertext Transfer Protocol (HTTP) and / or CGI. Develops and applies organization-wide information models for designing and building integrated, shared software, and database management systems. Constructs sound, logical business improvement opportunities consistent

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			with corporate Information Management guiding principles, cost savings, and open system architecture objectives.
Web Developer III	A Bachelors Degree in Computer Science or equivalent studies. For DoD contracts, will be required to be DoD 8570.01M IAT Level III qualified	This position requires a minimum of (7) seven years of experience and at least three (3) years specialized web development or formal training	Leads and / or performs under minimal supervision. Designs web architectures that include software, hardware, and communications solutions to support total requirements and provide for present and future cross-functional requirements and interfaces. Ensures web architectures comply with open systems standards as they apply to the client's environment. Evaluates compatibility of information system development efforts with agency web architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. Performs system analysis and design techniques for Internet or Intranet development and distribution to remote sites using various technologies, which may include Hypertext Markup Language (HTML), Hypertext Transfer Protocol (HTTP) and / or CGI. Develops and applies organization-wide information models for designing and building integrated, shared software, and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.