
GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

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

Multiple Award Schedule

FSC Group: Office Management; Information Technology

FSC Class: R616, R617, D399, J070, 7030

Contract Number: **47QSMA19D08PC**

Period Covered by Contract: **March 1, 2019 to February 28, 2029**

Peniel Solutions, LLC
3885 Crestwood Pkwy, NW
Suite 275
Duluth, GA 30096
Corporate: (678)735-4800
Toll Free (866) 878-2490
Fax: (678) 735-4831
Email: jmcgriff@penielsolutions.com;
ccolclough@penielsolutions.com
www.penielsolutions.com
www.TransAccessDM.com

Business size: Small, Service Disabled Veteran Owned, SBA Certified Small Disadvantaged Business

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

Price list current as of Modification #PS-0012 effective January 9, 2024

Prices Shown Herein are Net (discount deducted)

CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

Large Category	Subcategory	SIN	SIN Title
Information Technology	IT Services	54151S	Information Technology Professional Services
Information Technology	IT Software	54151	Software Maintenance Services
Information Technology	IT Services	54151HACS	Highly Adaptive Cybersecurity Services
Information Technology	IT Software	511210	Software Licenses
Office Management	Records Management	493110RM	Physical Records Management Services
Office Management	Records Management	518210ERM	Electronics Records Management Solutions
Miscellaneous	Complementary	OLM	Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See Page 4

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item. See Page 6

2. Maximum order for each SIN:

SIN	Maximum Order Limit (MoL)
54151S	\$500,000.00
54151	\$500,000.00
54151HACS	\$500,000.00
511210	\$500,000.00
493110RM	\$1,000,000.00
518210ERM	\$1,000,000.00
OLM	\$250,000.00

3. Minimum order: \$0.00
4. Geographic coverage (delivery area): 48 Contiguous States and Washington DC for SINs 493110RM and SIN 518210ERM; Domestic and Overseas for SIN 511210, 54151 and 54151S
5. Point(s) of production: Duluth GA and Washington DC
6. Discount from list prices or statement of net price: Net prices are included on this price list.
7. Quantity discounts: None
8. Prompt payment terms: Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. Net
9. Foreign items: None
- 10a. Time of delivery: 30 Days ARO SIN 511210, 493110RM and 518210ERM; 10 Days ARO SIN 54151; As agreed upon by the customer Agency for SIN 54151S and 54151HACS
- 10b. Expedited delivery: Contact Vendor
- 10c. Overnight and 2-day delivery: Contact Vendor
- 10d. Urgent requirements: Contact Vendor
11. F.O.B. point(s): Destination
- 12a. Ordering address(es):

Peniel Solutions, LLC
3885 Crestwood Pkwy, NW
Suite 275
Duluth, GA 30096
Corporate: (678)735-4800
Toll Free (866) 878-2490
Fax: (678) 735-4831

- 12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
13. Payment address:

Peniel Solutions, LLC
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Suite 275
Duluth, GA 30096
Corporate: (678)735-4800
Toll Free (866) 878-2490
Fax: (678) 735-4831

14. Warranty provision: Standard Commercial Warranty

15. Export packing charges: N/A
16. Terms and conditions of rental maintenance, and repair: N/A
17. Terms and conditions of installation: N/A
- 18a. Terms and conditions of repair parts: N/A
- 18b. Terms and conditions for any other services: N/A
19. List of service and distribution points: N/A
20. List of participating dealers: N/A
21. Preventative maintenance: N/A
- 22a. Special attributes such as environmental attributes: N/A
- 22b. Section 508 compliance: Yes
23. Unique Entity Identifier (UEI) number Data Universal Number System (DUNS) number:
929799901
24. Notification regarding registration in the System for Award Management (SAM) database. Registered

Labor Rates

		Year 7 March 1 2025 to Feb 28 2026
SIN	Labor Category	GSA PRICE
54151HACS	Cyber Security Capability Integration SME - Level 4	\$206.40
54151HACS	Cyber Security Network Architect & Integration SME - Level 4	\$205.83
54151HACS	Cyber Security Network Design & Integration SME - Level 4	\$231.43
54151HACS	Cyber Security Service Desk Support - Tier 2	\$159.92
54151HACS	Cyber Security Systems Engineer - Level 3	\$204.76
54151S, 54151HACS	Cyber Security Analyst 3	\$162.79
54151S, 54151HACS	Cyber Security Analyst 4	\$183.37
54151S, 54151HACS	Cyber Security Analyst 5	\$203.74
54151S, 54151HACS	Cyber Security Specialist III	\$172.73
54151S, 54151HACS	Cybersecurity Architect	\$189.99
54151S, 54151HACS	Cybersecurity Engineer 4	\$181.17
54151S, 54151HACS	Cybersecurity Engineer 5	\$203.01
54151S, 54151HACS	Cybersecurity SME 1	\$150.01
54151S, 54151HACS	Cybersecurity SME 2	\$176.63
54151S, 54151HACS	Cybersecurity SME 3	\$216.72
54151S, 54151HACS	Cybersecurity SME 4	\$221.61
54151S, 54151HACS	Program Manager - Cyber Security - (Intermediate)	\$210.47
54151S, 54151HACS	SME Business Analyst	\$116.60

		Year 7 March 1 2025 to Feb 28 2026
SIN	Labor Category	GSA PRICE
54151S, 54151HACS	SME Program Manager	\$200.51
54151S, 54151HACS	SME Web Developer	\$168.37
54151S	Application Programmer	\$75.93
54151S	Communication Specialist	\$56.93
54151S	Database Systems Administrator	\$55.68
54151S	Graphics/Multimedia Specialist	\$66.44
54151S	Hardware/Software Specialist	\$66.44
54151S	Help Desk Manager	\$75.68
54151S	Help Desk Specialist	\$66.44
54151S	Lead Web Developer	\$113.87
54151S	Network Installation Technician	\$97.85
54151S	Program Manager	\$138.61
54151S	Project Manager	\$119.61
54151S	Senior Web Developer	\$103.42
54151S	Software Tester	\$50.95
54151S	Systems Programmer	\$81.56
54151S	Training Specialist	\$66.44
54151S	Lead Web Developer	\$152.50
54151S	Senior Application Programmer	\$104.84
54151S	Senior Business Analyst	\$97.29
54151S	Senior Communication Specialist	\$73.38
54151S	Senior Database Systems Administrator	\$74.40
54151S	Senior Graphics/Multimedia Specialist	\$86.35
54151S	Senior Hardware/Software Specialist	\$84.78
54151S	Senior Help Desk Manager	\$96.72
54151S	Senior Help Desk Specialist	\$80.91
54151S	Senior Network Installation Technician	\$120.18
54151S	Senior Program Manager	\$169.96
54151S	Senior Project Manager	\$145.64
54151S	Senior Software Tester	\$72.21
54151S	Senior Systems Programmer	\$99.10
54151S	Senior Training Specialist	\$80.15
54151S	SME Application Programmer	\$113.01
54151S	SME Communication Specialist	\$86.49
54151S	SME Database Systems Administrator	\$94.96
54151S	SME Graphics/Multimedia Specialist	\$104.27
54151S	SME Hardware/Software Specialist	\$108.84

		Year 7 March 1 2025 to Feb 28 2026
SIN	Labor Category	GSA PRICE
54151S	SME Help Desk Manager	\$110.20
54151S	SME Help Desk Specialist	\$96.98
54151S	SME Network Installation Technician	\$144.92
54151S	SME Project Manager	\$173.18
54151S	SME Software Tester	\$83.06
54151S	SME Systems Programmer	\$119.08
54151S	SME Training Specialist	\$97.40

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number.

Failure to do so may result in cancellation of the contract.

Peniel Training Courses

SIN(s) PROPOSED	Course Title	PRODUCT DESCRIPTION www.TransAccessDM.com	Price Per Course or Per Person	PRICE OFFERED TO GSA (including IFF)
518210ERM	TA Admin Training	TRANSACCESS ADMINISTRATION MODUE: This course is designed to provide participants with the skills they need to be successful implementing TransAccessDM. Participants receive a detailed overview of the technology and architecture of TransAccessDM. They will be able to configure the TransAccessDM Management Console. Participants will also use advance Designer to design customized profile and search forms, as well as customize the file folder layout. They will integrate and configure applications to create and save documents. Users will learn about Indexes to enable the full-text indexing of documents. Furthermore, they learn to configure Views, configure user settings and create custom reports.	Class/ 1-10 students	\$5,875.00
518210ERM	File Folder Modeling	FILE FOLDER MODELING: This course is designed to provide participants with the skills to create TransAccessDM Files folders and sub-folders to organize your files. Creating a logical filing system makes it easy to locate and link to files when creating content in your course. The folder structure in TransAccessDM Files is separate from folders in a content area of your course and has no impact on the presentation of the content. Folders can also make it much easier to manage permissions for your content. If you want to allow certain users the ability to read, write, or remove items, you can group them in one folder and edit permission for the folder rather than on individual items.	Class/ 1-10 Students	\$5,875.00

Peniel SAP Archiving

SIN	MANUFACTURER NAME	PRODUCT NAME	PRODUCT DESCRIPTION	PRICE OFFERED TO GSA (including IFF)
511210	Neev Data Inc.	Essential Small Content Suite in SAP	Neev Data Inc's Essential Small Content Suite in SAP is our suite of archiving offering for SAP ERP customers. Essentials bundles include Content Archive Services, Content Migration. Up to 2000 active dialog users	\$ 54,010.28
511210	Neev Data Inc.	Essential Medium Content Suite in SAP	Neev Data Inc's Essential Content Suite in SAP is our suite of archiving offering for SAP ERP customers. Essentials bundles include Content Archive Services, Content Migration. 2001 to 5000 active dialog users	\$ 63,085.90
511210	Neev Data Inc.	Essential Large Content Suite in SAP	Neev Data Inc's Essentials Content Suite in SAP is our suite of archiving offering for SAP ERP customers. Essentials bundles include Content Archive Services, Content Migration. Up to 15,000 active dialog users	\$ 86,077.49
511210	Neev Data Inc.	Standard Small Content Suite in SAP	Neev Data Inc's Standard Small Content Suite in SAP is our suite of archiving offering for SAP ERP customers. Standard bundle adds Content Search and Archive automation to the Essentials Bundles. Essentials bundles include Content Archive Services, Content Migration. Up to 2000 active dialog users	\$ 111,627.75
511210	Neev Data Inc.	Standard Medium Content Suite in SAP	Neev Data Inc's Standard Content Suite in SAP is our suite of archiving offering for SAP ERP customers. Standard bundle adds Content Search and Archive automation to the Essentials Bundles. Essentials bundles include Content Archive Services, Content Migration. 2001 to 5000 active dialog users	\$ 132,507.32
511210	Neev Data Inc.	Standard Large Content Suite in SAP	Neev Data Inc's Standard Content Suite in SAP is our suite of archiving offering for SAP ERP customers. Standard bundle adds Content Search and Archive automation to the Essentials Bundles. Essentials bundles include Content Archive Services, Content Migration. Up to 15,000 active dialog users	\$ 184,509.24
511210	Neev Data Inc.	Premium Small Content Suite in SAP	Neev Data Inc's Premium Small Content Suite in SAP is our suite of archiving offering for SAP ERP customers. Premium bundles Adds Document Service and Content Compliance to the Standard bundle. Standard bundle adds Content Search and Archive automation to the Essentials Bundles. Essentials bundles include Content Archive Services, Content Migration. Up to 2000 active dialog users	\$ 135,751.64
511210	Neev Data Inc.	Premium Medium Content Suite in SAP	Neev Data Inc's Premium Content Suite in SAP is our suite of archiving offering for SAP ERP customers. Premium bundles Adds Document Service and Content Compliance to the Standard bundle. Standard bundle adds Content Search and Archive automation to the Essentials Bundles. Essentials bundles include Content Archive Services, Content Migration. 2001 to 5000 active dialog users	\$ 163,410.13
511210	Neev Data Inc.	Premium Large Content Suite in SAP	Neev Data Inc's Premium Content Suite in SAP is our suite of archiving offering for SAP ERP customers. Premium bundles Adds Document Service and Content Compliance to the Standard bundle. Standard bundle adds Content Search and Archive automation to the Essentials Bundles. Essentials bundles include Content Archive Services, Content Migration. Up to 15,000 active dialog users	\$ 233,478.30

Labor Category Descriptons

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
54151S	Application Programmer	Functional Responsibility: Applies basic knowledge of programming techniques. Develops program specifications for writing and testing programs. Develops, modifies and maintains assigned software according to specifications. Develops test data, performs thorough testing and corrects faulty code to ensure compliance with specifications. Documents programs according to Government standards and procedures.	Bachelors	4	None
54151S	Communication Specialist	Provides direction on complex telecommunication problems. Monitors operation and performance of File Server Network systems and evaluates and makes recommendations for enhancements. Implements enhancements as approved by the Government. Supports the development of test plans, test descriptions, and test procedures. Reviews results of testing to ensure compliance with specifications. Proposes economical and efficient solutions as part of developing hardware and telecommunications solutions to user requirements.	Bachelors	4	None
54151S	Database Systems Administrator	Applies current technology in providing MIS solutions. Provides highly technical expertise in providing business application solutions. Must have a comprehensive understanding of hardware/software and communication environments such as: client/server technology, host/mainframe technology, IS, and related peripheral equipment. Specifies proper types of files organization, indexing methods, and security procedures. Advises contractor project teams on the design of complex databases (e.g., schema and subschema details). Defines specialized aspects of user's data base administrator documentation. Performs detailed comparisons of various data base systems. Provides expertise in data storage systems. Develops backup and archival policies and procedures. Configures storage systems software to meet requirements. Performs administration tasks (installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning). Implements software solutions for performance enhancement, operator interface, and increased user capability.	Bachelors	3	None
54151S	Graphics/Multimedia	Responsible for 3D animation, digital editing, and capture of full motion video / audio for the creation of digital movies used in	Associates	4	None

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
	Specialist	multimedia productions to be included in instructional material and executive level presentations. Uses various PC graphics products (e.g., PowerPoint, Claris Draw, Adobe PhotoShop, Microsoft Publisher) to prepare high-end presentation graphics, illustrations, and concept drawings for use in deliverables. Responsible for integrating the graphics created with the deliverable documents. Interfaces with the customer to determine the scope of the task and the best graphic medium. Ensures that all graphics and multimedia products are completed on time, within budget, and to user's satisfaction.			
54151S	Hardware/Software Specialist	Applies knowledge of computer science principles, information management principles, data processing functions, ADP hardware and software systems structures and operations, and computer programming languages and techniques to solve automation problems. Addresses scientific engineering or business objectives by writing, modifying, or adapting computer programs in machine level, assembly, and third or fourth generation programming languages. Interfaces with and uses minicomputer and main computer systems in addressing project objectives. Identifies and uses standard, unconventional and original mathematical, algorithmic, and programmatic approaches to define, plan, organize, design, develop, modify, test, and integrated database or data processing systems, computer hardware systems, and simulation models. Formulates architectural design, functional specification, interfaces, and documentation or hardware or software systems considering system interrelationships, operating modes, and software or equipment configurations. Researches unconventional application of software and operating systems in designing and developing new methodologies, signification modifications, or adaptations of standardized techniques. Responsible for developing project plans, guidelines and controls.	Bachelors	4	None
54151S	Help Desk Manager	Has overall responsibility for help desk staff and the activities associated with the identification, prioritization, and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Assigns personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance	Associates	0	None

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		reports.			
54151S	Help Desk Specialist	Serve as a primary contact for clients experiencing technical and/or non-technical issues. Requires ability to diagnose, troubleshoot and client issues by employing strong listening and communication skills. Must have creative problem-solving skills to assist clients. Must be a team player that contributes to the resolution of the client's business problems. Provides ongoing technical support for specialized applications: logs trouble calls, analyzes and corrects problem at source. Advises users of changes in procedures. Identifies problems requiring vendor assistance and coordinates vendor technical support.	Associates	0	None
54151S	Lead Web Developer	Design and develop Internet/Intranet applications using various tools, database design, and development. Plan design layout & navigation, page formats, develop databases & interactive forms, and coordinate graphics. Work with the customer to develop content. Provide user training.	Bachelors	6	None
54151S	Network Installation Technician	Applies computer techniques, principles, and precedents to develop, design, modify, install, test, evaluate, or operate network based data processing systems or facilities. Maintains, repairs, inspects, troubleshoots or programs systems equipment or components. Reviews analyze, develop, prepare, or apply specifications, policies, standards, or procedures. Plans and performs test and evaluations of systems equipment or components.	Bachelors	2	None
54151S	Program Manager	Oversees all activities which support and advance applications, systems software functions, and hardware of the department. Manages and directs the overall infrastructure for hardware and systems' software. Manages support for a variety of operating systems including UNIX, AIX, Solaris, MVS, VMS, NT and Novell. Identifies appropriate internal controls to ensure reliability and quality. Serves as a consultant to customer's IT department as needed. Performs related responsibilities as required.	Bachelors	6	PMP
54151S	Project Manager	Oversees technical initiatives with cross-departmental or enterprise-wide applicability. Works with potential customers to understand their requirements. Proposes technical solutions, gathers information for estimates, manages vendor relations, and	Bachelors	6	PMP

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		coordinates project from prototype through installation.			
54151S	Senior Web Developer	Design and develop Internet/Intranet applications using various tools, database design, and development. Plan design layout & navigation, page formats, develop databases & interactive forms, and coordinate graphics. Work with the customer to develop content. Provide user training.	Associates	6	None
54151S	Software Tester	Test the operation of software against projected outcomes. Requires ability to diagnose, troubleshoot and software failures by employing analytical skills. Provides ongoing testing support for specialized applications: logs design and development issues, and may analyze and corrects problem at source. Advises programmers on software failures, successes, and may recommend solutions. Identifies problems requiring user assistance and coordinates programmer technical support.	Associates	2	None
54151S	Systems Programmer	Applies basic knowledge of programming techniques. Develops program specifications for writing and testing programs. Develops, modifies and maintains assigned software according to specifications. Develops test data, performs thorough testing and corrects faulty code to ensure compliance with specifications. Documents programs according to Government standards and procedures.	Bachelors	2	None
54151S	Training Specialist	Applies the principles and techniques of the instructional systems design methodology to develop and delivery training materials and programs. Training materials include user guides, training manuals, instructor manuals, reference guides, and system documentation for software, network, and database applications. Performs individual and classroom training for the use of computer hardware and software.	Bachelors	2	None
54151S, 54151HACS	Cyber Security Analyst 3	Investigates and contributes to large and small scale computer security incident response events on a global network. Leverages advanced tools to identify and mitigate malicious activity, ranging from malware to potential interactive intrusions. Analyzes computer systems and network traffic for signs of infection or compromise. Characterizes suspicious binaries and be able identify traits. Identify potential malicious activity from memory dumps, logs, and packet captures. Interact and assist other investigative teams with time sensitive, critical investigations. Participates as part of a close team of	Bachelors	6	CISSP, CISA, CISM, CompTIA Security+, CEH, GSEC, SSCP, CASP+, GCIA, OSCP

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		technical specialists on coordinated responses and subsequent remediation of security incidents. Serves as escalation point from Level 2 analysts and performs further triage on escalated incidents and events. Provides briefings to leadership.			
54151S, 54151HACS	Cyber Security Analyst 4	Investigates and contributes to large and small scale computer security incident response events on a global network. Leverages advanced tools to identify and mitigate malicious activity, ranging from malware to potential interactive intrusions. Analyzes computer systems and network traffic for signs of infection or compromise. Characterizes suspicious binaries and be able identify traits. Identify potential malicious activity from memory dumps, logs, and packet captures. Interact and assist other investigative teams with time sensitive, critical investigations. Participates as part of a close team of technical specialists on coordinated responses and subsequent remediation of security incidents. Leads teams of cybersecurity analysts.	Bachelors	7	CISSP
54151S, 54151HACS	Cyber Security Analyst 5	Investigates and contributes to large scale, complex computer security incident response events on a global network. Leverages advanced tools to identify and mitigate malicious activity, ranging from malware to potential interactive intrusions. Analyzes computer systems and network traffic for signs of infection or compromise. Characterizes suspicious binaries and be able identify traits. Identify potential malicious activity from memory dumps, logs, and packet captures. Interact and assist other investigative teams on time sensitive, critical investigations. Act as a subject matter expert on information security related issues pertaining to malware analysis and incident response.	Masters	9	
54151S, 54151HACS	Cybersecurity Engineer 4	Leads the design, deployment and maintenance of enterprise computer network defense capabilities from the enterprise down to the end point. Supports the capture of relevant IT requirements and assists team leads and project managers with information assurance architecture and designs. Once deployed, maintains and tunes information assurance systems across network, data center, cloud, and at the application layer as needed. Leads teams of cyber security engineers. Demonstrates a deep understanding of multiple information assurance software and hardware products. Integrates and	Bachelors	8	

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		customizes information assurance systems.			
54151S, 54151HACS	Cybersecurity Engineer 5	Performs complex enterprise wide assessments of information assurance posture based on deployed computer network defense capabilities. Understands the business impact of potential data loss, interruptions in service, or and correlates that to information into recommended design and deployment priorities. Possesses a deep understanding of enterprise architecture, networks, data centers, public and private cloud, and applications and how information assurance systems interact. Demonstrates an expert level understanding of multiple information assurance software and hardware products.	Masters	10	
54151S, 54151HACS	Program Manager - Cyber Security - (Intermediate)	Responsible for all contract activities for a Cyber Security related program. Sets policies and procedures, technical standards and methods, and priorities. Coordinates the management of all work performed on tasks under the contract. Coordinates the efforts of subcontractors, team members, and vendors. Acts as the central point of contact with the Contracting Officer, the Contracting Officer's Representative, and other client officials. Exercises full authority to act for the company in the performance of the required work and services under all task orders. Works independently, or under the general direction of senior level company management, on all phases of performance including contract management, project/task order management, coordination of resource needs, coordination with corporate resources and management.	Bachelors	7	PMP
54151S, 54151HACS	Cyber Security Specialist III	Under general supervision, analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products and ongoing programs in the MLS arena. Performs risk analyses, which also includes risk assessment. Provides technical support for secure software development and integration tasks, including reviewing work products for correctness and adhering to the design concept and to user standards. Knowledgeable of Security/IA products such as PKI, VPN, firewalls, and intrusion detection systems. Analyzes and recommends resolution of security/IA problems on the basis of knowledge of the major IA	Bachelors	5	

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		products and services, an understanding of their limitations, and knowledge of the IA disciplines.			
54151S, 54151HACS	Cybersecurity SME 1	Has in-depth knowledge on one or more security tools, processes, architecture or is an expert in specific types of threats or attacks. Performs tasks of a moderate degree of difficulty with minimal supervision. Knowledge of specific tasks, processes, or functions to meet organization's best practice standards. Skilled in analyzing requirements and solutions. Develops and recommends project process changes to include new solutions and new technologies. Makes recommendations for project specifications, performance and technical standards. Provides technical guidance for other project team members.	Bachelors	5	CISSP, CISA, CISM, CompTIA Security+, CEH, GSEC, SSCP, CASP+, GCIA, OSCP
54151S, 54151HACS	Cybersecurity SME 2	Has in-depth knowledge on one or more security tools, processes, architecture or is an expert in specific types of threats or attacks. Performs tasks of a high degree of difficulty with minimal supervision. Advanced knowledge of specific tasks, processes, or functions to meet organization's best practice standards. Skilled in analyzing technical and performance risk and cost impacts of approaches and solutions to meet client needs. Develops and implements project process changes to include new solutions and new technologies. Generates and approves project specifications. May establish performance and technical standards. Provides technical leadership for other project team members.	Bachelors	7	
54151S, 54151HACS	Cybersecurity SME 3	Has in-depth knowledge on one or more security tools, processes, architecture or is an expert in specific types of threats or attacks. Performs complex tasks of a high degree of difficulty with minimal supervision. Proficient knowledge of specific tasks, processes, or functions to meet organization's best practice standards. Proficient in developing scenarios for analyzing requirements, risks, cost impacts and solutions to meet client needs. Develops and recommends organizational process changes to include new solutions and new technologies. Establishes performance and technical standards for the project. Provides technical/ management leadership for other project team members.	Masters	9	

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
54151S, 54151HACS	Cybersecurity SME 4	Has in-depth knowledge on numerous security tools, processes, architecture and is an expert in specific types of threats or attacks. Performs very complex tasks of a high degree of difficulty. Expert knowledge of specific tasks, processes, or functions to meet organization's best practice standards. Expert in developing scenarios for analyzing requirements, risks, cost impacts and solutions to meet client needs. Develops and implements organizational process changes to include new solutions and new technologies. May make strategic recommendation on organizational performance and technical standards. Provides technical/management leadership for the project teams.	Masters	10	
54151S, 54151HACS	Cybersecurity Architect	Responsible for guiding the design and implementation of secure solutions and services across business and IT support areas. Drives the successful configuration and implementation of security solutions to reduce risk to an acceptable level. Ensures that the stakeholder security requirements necessary to protect the organization's mission and business processes are adequately addressed in all aspects of enterprise architecture including reference models, segment and solution architectures, and the resulting systems supporting those missions and business processes. Provides Information Assurance management support to the program and project management teams for emerging information systems through the acquisition lifecycle and where applicable into sustainment. Provides technical support and guidance to facilitate the identification and integration of IA controls at the onsets of the acquisition lifecycle for emerging IT capabilities.	Bachelors	8	
54151S	Senior Application Programmer	Functional Responsibility: Applies basic knowledge of programming techniques. Develops program specifications for writing and testing programs. Develops, modifies and maintains assigned software according to specifications. Develops test data, performs thorough testing and corrects faulty code to ensure compliance with specifications. Documents programs according to Government standards and procedures.	Bachelors	6	
54151S	Senior Communication Specialist	Provides direction on complex telecommunication problems. Monitors operation and performance of File Server Network systems and evaluates and makes recommendations for enhancements. Implements enhancements as approved by the Government. Supports the development of test plans, rest	Bachelors	6	

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		descriptions, and test procedures. Reviews results of testing to ensure compliance with specifications. Proposes economical and efficient solutions as part of developing hardware and telecommunications solutions to user requirements.			
54151S	Senior Database Systems Administrator	Applies current technology in providing MIS solutions. Provides highly technical expertise in providing business application solutions. Must have a comprehensive understanding of hardware/software and communication environments such as: client/server technology, host/mainframe technology, IS, and related peripheral equipment. Specifies proper types of files organization, indexing methods, and security procedures. Advises contractor project teams on the design of complex databases (e.g., schema and subschema details). Defines specialized aspects of user's data base administrator documentation. Performs detailed comparisons of various data base systems. Provides expertise in data storage systems. Develops backup and archival policies and procedures. Configures storage systems software to meet requirements. Performs administration tasks (installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning). Implements software solutions for performance enhancement, operator interface, and increased user capability.	Bachelors	5	
54151S	Senior Graphics/Multimedia Specialist	Responsible for 3D animation, digital editing, and capture of full motion video / audio for the creation of digital movies used in multimedia productions to be included in instructional material and executive level presentations. Uses various PC graphics products (e.g., PowerPoint, Claris Draw, Adobe PhotoShop, Microsoft Publisher) to prepare high-end presentation graphics, illustrations, and concept drawings for use in deliverables. Responsible for integrating the graphics created with the deliverable documents. Interfaces with the customer to determine the scope of the task and the best graphic medium. Ensures that all graphics and multimedia products are completed on time, within budget, and to user's satisfaction.	Bachelors	6	
54151S	Senior Hardware/Software Specialist	Applies knowledge of computer science principles, information management principles, data processing functions, ADP hardware and software systems structures and operations, and computer programming languages and techniques to solve automation problems. Addresses scientific engineering or business objectives	Bachelors	6	

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		by writing, modifying, or adapting computer programs in machine level, assembly, and third or fourth generation programming languages. Interfaces with and uses minicomputer and main computer systems in addressing project objectives. Identifies and uses standard, unconventional and original mathematical, algorithmic, and programmatic approaches to define, plan, organize, design, develop, modify, test, and integrated database or data processing systems, computer hardware systems, and simulation models. Formulates architectural design, functional specification, interfaces, and documentation or hardware or software systems considering system interrelationships, operating modes, and software or equipment configurations. Researches unconventional application of software and operating systems in designing and developing new methodologies, signification modifications, or adaptations of standardized techniques. Responsible for developing project plans, guidelines and controls.			
54151S	Senior Help Desk Manager	Has overall responsibility for help desk staff and the activities associated with the identification, prioritization, and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Assigns personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance reports.	Bachelors	2	
54151S	Senior Help Desk Specialist	Serve as a primary contact for clients experiencing technical and/or non-technical issues. Requires ability to diagnose, troubleshoot and client issues by employing strong listening and communication skills. Must have creative problem-solving skills to assist clients. Must be a team player that contributes to the resolution of the client's business problems. Provides ongoing technical support for specialized applications: logs trouble calls, analyzes and corrects problem at source. Advises users of changes in procedures. Identifies problems requiring vendor assistance and coordinates vendor technical support.	Bachelors	2	
54151S	Lead Web Developer	Design and develop Internet/Intranet applications using various tools, database design, and development. Plan design layout & navigation, page formats, develop databases & interactive forms,	Bachelors	8	

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		and coordinate graphics. Work with the customer to develop content. Provide user training.			
54151S	Senior Network Installation Technician	Applies computer techniques, principles, and precedents to develop, design, modify, install, test, evaluate, or operate network based data processing systems or facilities. Maintains, repairs, inspects, troubleshoots or programs systems equipment or components. Reviews analyze, develop, prepare, or apply specifications, policies, standards, or procedures. Plans and performs test and evaluations of systems equipment or components.	Bachelors	4	
54151S	Senior Program Manager	Oversees all activities which support and advance applications, systems software functions, and hardware of the department. Manages and directs the overall infrastructure for hardware and systems' software. Manages support for a variety of operating systems including UNIX, AIX, Solaris, MVS, VMS, NT and Novell. Identifies appropriate internal controls to ensure reliability and quality. Serves as a consultant to customer's IT department as needed. Performs related responsibilities as required.	Bachelors	8	PMP
54151S	Senior Project Manager	Oversees technical initiatives with cross-departmental or enterprise-wide applicability. Works with potential customers to understand their requirements. Proposes technical solutions, gathers information for estimates, manages vendor relations, and coordinates project from prototype through installation.	Bachelors	8	PMP
54151S	Senior Software Tester	Test the operation of software against projected outcomes. Requires ability to diagnose, troubleshoot and software failures by employing analytical skills. Provides ongoing testing support for specialized applications: logs design and development issues, and may analyze and corrects problem at source. Advises programmers on software failures, successes, and may recommend solutions. Identifies problems requiring user assistance and coordinates programmer technical support.	Bachelors	4	
54151S	Senior Systems Programmer	Applies basic knowledge of programming techniques. Develops program specifications for writing and testing programs. Develops, modifies and maintains assigned software according to specifications. Develops test data, performs thorough testing and corrects faulty code to ensure compliance with specifications. Documents programs according to Government standards and	Bachelors	4	

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		procedures.			
54151S	Senior Training Specialist	Applies the principles and techniques of the instructional systems design methodology to develop and delivery training materials and programs. Training materials include user guides, training manuals, instructor manuals, reference guides, and system documentation for software, network, and database applications. Performs individual and classroom training for the use of computer hardware and software.	Bachelors	4	
54151S	Senior Business Analyst	Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and creates system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise. Reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.	Bachelors	6	
54151S	SME Application Programmer	Functional Responsibility: Applies basic knowledge of programming techniques. Develops program specifications for writing and testing programs. Develops, modifies and maintains assigned software according to specifications. Develops test data, performs thorough testing and corrects faulty code to ensure compliance with specifications. Documents programs according to Government standards and procedures.	Masters	8	
54151S	SME Communication Specialist	Provides direction on complex telecommunication problems. Monitors operation and performance of File Server Network systems and evaluates and makes recommendations for enhancements. Implements enhancements as approved by the Government. Supports the development of test plans, test descriptions, and test procedures. Reviews results of testing to ensure compliance with specifications. Proposes economical and efficient solutions as part of developing hardware and telecommunications solutions to user requirements.	Masters	8	
54151S	SME Database Systems Administrator	Applies current technology in providing MIS solutions. Provides highly technical expertise in providing business application solutions. Must have a comprehensive understanding of hardware/software and communication environments such as: client/server technology, host/mainframe technology, IS, and related peripheral equipment. Specifies proper types of files	Masters	7	

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		organization, indexing methods, and security procedures. Advises contractor project teams on the design of complex databases (e.g., schema and subschema details). Defines specialized aspects of user's data base administrator documentation. Performs detailed comparisons of various data base systems. Provides expertise in data storage systems. Develops backup and archival policies and procedures. Configures storage systems software to meet requirements. Performs administration tasks (installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning). Implements software solutions for performance enhancement, operator interface, and increased user capability.			
54151S	SME Graphics/Multimedia Specialist	Responsible for 3D animation, digital editing, and capture of full motion video / audio for the creation of digital movies used in multimedia productions to be included in instructional material and executive level presentations. Uses various PC graphics products (e.g., PowerPoint, Claris Draw, Adobe PhotoShop, Microsoft Publisher) to prepare high-end presentation graphics, illustrations, and concept drawings for use in deliverables. Responsible for integrating the graphics created with the deliverable documents. Interfaces with the customer to determine the scope of the task and the best graphic medium. Ensures that all graphics and multimedia products are completed on time, within budget, and to user's satisfaction.	Masters	8	
54151S	SME Hardware/Software Specialist	Applies knowledge of computer science principles, information management principles, data processing functions, ADP hardware and software systems structures and operations, and computer programming languages and techniques to solve automation problems. Addresses scientific engineering or business objectives by writing, modifying, or adapting computer programs in machine level, assembly, and third or fourth generation programming languages. Interfaces with and uses minicomputer and main computer systems in addressing project objectives. Identifies and uses standard, unconventional and original mathematical, algorithmic, and programmatic approaches to define, plan, organize, design, develop, modify, test, and integrated database or data processing systems, computer hardware systems, and simulation models. Formulates architectural design, functional specification, interfaces, and documentation or hardware or software systems considering system	Masters	8	

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		interrelationships, operating modes, and software or equipment configurations. Researches unconventional application of software and operating systems in designing and developing new methodologies, signification modifications, or adaptations of standardized techniques. Responsible for developing project plans, guidelines and controls.			
54151S	SME Help Desk Manager	Has overall responsibility for help desk staff and the activities associated with the identification, prioritization, and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Assigns personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance reports.	Masters	4	
54151S	SME Help Desk Specialist	Serve as a primary contact for clients experiencing technical and/or non-technical issues. Requires ability to diagnose, troubleshoot and client issues by employing strong listening and communication skills. Must have creative problem-solving skills to assist clients. Must be a team player that contributes to the resolution of the client's business problems. Provides ongoing technical support for specialized applications: logs trouble calls, analyzes and corrects problem at source. Advises users of changes in procedures. Identifies problems requiring vendor assistance and coordinates vendor technical support.	Masters	4	
54151S, 54151HACS	SME Web Developer	Design and develop cyber security strategies for Internet/Intranet applications using various tools, database design, and development. Plan design layout & navigation, page formats, develop databases & interactive forms, and coordinate graphics. Work with the customer to develop content. Provide user training. Lead incident response team following NIST SP – 61 framework and ISO/IEC 27001:2013 (security) & ISO/IEC 20000-1:2011 standards to address the 4 main process steps that include Preparation, Detection and Analysis, Containment Eradication & Recovery and Post Incident Activity. Knowledge of NIST testing in order to perform annual penetration testing following the Open Web Application Security Project (OWASP) systematic black.	Masters	10	
54151S	SME Network	Applies computer techniques, principles, and precedents to	Masters	6	

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
	Installation Technician	develop, design, modify, install, test, evaluate, or operate network based data processing systems or facilities. Maintains, repairs, inspects, troubleshoots or programs systems equipment or components. Reviews analyze, develop, prepare, or apply specifications, policies, standards, or procedures. Plans and performs test and evaluations of systems equipment or components.			
54151S, 54151HACS	SME Program Manager	Oversees all activities which support and advance applications, systems software functions, and hardware of the department. Manages and directs the overall infrastructure for hardware and systems' software. Manages support for a variety of operating systems including UNIX, AIX, Solaris, MVS, VMS, NT and Novell. Identifies appropriate internal controls to ensure reliability and quality. Serves as a consultant to customer's IT department as needed. Performs related responsibilities as required. Responsible for the oversight of all Cybersecurity program related matters for complex projects. Reviews project requirements, configuration requirements, project budget, schedule, resources, deliverables and execution. Plans, Budgets and oversees and documents all aspects of a specific to Cybersecurity project. Knowledge of NIST testing in order to oversee annual penetration testing following the Open Web Application Security Project (OWASP) systematic black box approach to identify and exploit vulnerabilities in the web applications with the goal of making our applications more secure. Lead High Value Assessment. Support an organization in meeting Federal requirements and provide strategic recommendations to immediately enhance company security posture. Lead incident response team following NIST SP – 61 framework and ISO/IEC 27001:2013 (security) & ISO/IEC 20000-1:2011 standards to address the 4 main process steps that include Preparation, Detection and Analysis, Containment Eradication & Recovery and Post Incident Activity. Perform vulnerability assessment on the gathered information about the target application to identify and exploit potential vulnerabilities. Lead teams to identify potential vulnerabilities and determine whether they can be exploited by hackers.	Masters	10	PMP
54151S	SME Project Manager	Oversees technical initiatives with cross-departmental or enterprise-wide applicability. Works with potential customers to understand their requirements. Proposes technical solutions,	Masters	10	PMP

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		gathers information for estimates, manages vendor relations, and coordinates project from prototype through installation.			
54151S	SME Software Tester	Test the operation of software against projected outcomes. Requires ability to diagnose, troubleshoot and software failures by employing analytical skills. Provides ongoing testing support for specialized applications: logs design and development issues, and may analyze and corrects problem at source. Advises programmers on software failures, successes, and may recommend solutions. Identifies problems requiring user assistance and coordinates programmer technical support.	Masters	6	
54151S	SME Systems Programmer	Applies basic knowledge of programming techniques. Develops program specifications for writing and testing programs. Develops, modifies and maintains assigned software according to specifications. Develops test data, performs thorough testing and corrects faulty code to ensure compliance with specifications. Documents programs according to Government standards and procedures.	Masters	6	
54151S	SME Training Specialist	Applies the principles and techniques of the instructional systems design methodology to develop and delivery training materials and programs. Training materials include user guides, training manuals, instructor manuals, reference guides, and system documentation for software, network, and database applications. Performs individual and classroom training for the use of computer hardware and software.	Masters	6	
54151S, 54151HACS	SME Business Analyst	Reviews, analyzes, and evaluates user needs to create systems solutions that support overall cyber security strategies. Documents system requirements, defines scope and objectives, and creates system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise. Reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature. Investigates and contributes to large and small scale computer security incident response events on a global network. Leverages advanced tools to identify and mitigate malicious activity, ranging from malware to potential interactive intrusions. Analyzes computer systems and network traffic for signs of infection or compromise. Characterizes suspicious binaries and be able	Masters	8	

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		<p>identify traits. Identify potential malicious activity from memory dumps, logs, and packet captures.</p> <p>Interact and assist other investigative teams with time sensitive, critical investigations. Participates as part of a close team of technical specialists on coordinated responses and subsequent remediation of security incidents. Serves as escalation point from Level 1 analysts and performs further triage on escalated incidents and events. Provides briefings to cyber security analyst 3. Lead High Value Assessment. Support an organization in meeting Federal requirements and provide strategic recommendations to immediately enhance company security posture.</p>			
54151HACS	Cyber Security Capability Integration SME - Level 4	<p>Functional Responsibilities: Manages mission-critical tasks across multiple functional areas. Provides leadership for key tasks and resolves problems for major functional areas through assessment of complex and technically cyber security challenging situations. Has domain and expert technical knowledge of functional areas and programmatic knowledge practice-wide. Manages, controls, and directs the activities of multiple functional areas through program and Project Managers (PMs) / Task Managers (TMs) with overall responsibility for the implementation of project phases. Is responsible for decision making that has long-term impact on meeting major project performance objectives.</p> <p>Contributes overall strategic vision and integrates a broad range of solutions in support of client requirements for IT projects. Formulates and defines system scope and objectives, develops, or modifies processes to solve complex problems for computer systems and business and electronic interfaces to</p>	Masters	10	Project Management Professional (PMP)

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
54151HACS	Cyber Security Network Architect & Integration SME -	<p>achieve desired results through the use of innovative technologies. Develops and applies advanced engineering and design methods, theories, and research techniques in the investigation and solution of complex and advanced system requirements, hardware/software interfaces and applications, and solutions. Responsible for design, development, engineering, integration, and architecture. This senior title manages, plans, and conducts major phases of significant projects.</p> <p>Design and Development disciplines include, but are not limited to: Systems and Network Architecture Design And Analysis; Systems Design Engineering and Integration; Network Engineering; Enterprise Resource Planning (ERP) Integration; Systems Development; Mission Engineering; Technology Planning; Applications Development and Programming; Certification and Authentication; Data Conversion; Data Warehousing; Database Design and Administration; Enterprise Architecture (EA) Integration; Information Assurance (IA); Biometrics; Identity Protection and Access Management; Independent Verification and Validation (IV&V); Continuity Operational Planning And Disaster Recovery; Public Key Infrastructure (PKI) Development; Quality Assurance (QA) System Performance; and Test and Validation.</p> <p>Functional Responsibilities: Manages mission-critical Network tasks across multiple functional areas. Provides leadership for key Networking tasks and</p>	Bachelors	10	Project Management Professional

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
	Level 4	<p>resolves problems for major functional areas through assessment of complex and technically challenging situations. Implements key network components supporting design cyber security architecture. Possesses expertise in implementation of and Next Generation Firewalls. Designs and establishes networking environment by designing system configuration, directing system installation, and defining, documenting, and enforcing system standards.</p> <p>Designs and implements new solutions and improve resilience of the current environment. Maximizes network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades, and collaborating with network architects on network optimization. Undertakes data network fault investigations in local and wide area environments using information from multiple sources. Secures network systems by establishing and enforcing policies, and defining and monitoring access. Supports and administers firewall environments in line with IT security policy.</p> <p>Reports network operational status by gathering and prioritizing information and managing projects. Upgrades data network equipment to the latest stable firmware releases. Configures routing, switching equipment, and firewalls. Provides on-site support to local engineers and End Users (EUs) / customers during installation. Provides on-site troubleshooting and fault finding if issues occur upon initial installation. Includes</p>			(PMP)

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
54151HACS	Cyber Security Network Design & Integration SME - Level 4	network and security design work. Possess CompTIA Security + or similar certification. Possesses specialized experience with Local Area Networks (LANs), Wide Area Networks (WANs), Transmission Control Protocol/Internet Protocol (TCP/IP), Firewalls, Routers, and Switches. Has working experience installing rack mounted equipment including basic cabling to peripheral devices and power distribution units. Possess experience with network and infrastructure monitoring to ensure efficient use of power and cooling resources. Possesses professional oral and written communication skills, excellent problem solving, and analytical skills and ability to work independently and on global teams.	Bachelors	8	Cisco Certified Network Professional
54151HACS		Functional Responsibilities: Cisco Certified Network Professional (CCNP) or similar certification with hands on experience designing managing, sustaining, and configuring networks as well as Virtual networking (to include VMWare). Possess Cisco Hyperconverged Infrastructure (HCI) implementation experience, NetFlow Configurations or similar experience. Has working knowledge to cyber security scanning, MPEND and similar tools.			
	Cyber Security Service Desk Support - Tier 2	Functional Responsibilities: Provides fast and useful technical assistance on information/Computer systems. Responds to queries on basic - moderately complex technical issues and offer advice to solve them. Is customer-oriented and has the patience to deal with difficult customers. Serves as the first/second Point-Of-Contact (POC) for customers seeking technical assistance over the phone or email. Performs remote	Bachelors	3	Certified Customer Service Professional

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
54151HACS	Cyber Security Systems Engineer - Level 3	<p>troubleshooting through diagnostic techniques and pertinent questions. Determines the best solution based on the issue and details provided by customers. Walks the customer through the problem-solving process. Directs unresolved issues to the next level of support personnel. Provides accurate information on IT products or services. Records events and problems and their resolution in logs. Follows-up and updates customer status and information. Passes on any feedback or suggestions by customers to the appropriate internal teams. Identifies and suggests possible improvements on procedures. Possesses working knowledge of office automation products, databases, and remote-control tools/applications. Has working knowledge of computer systems, mobile devices, and other technical products. Has the ability to diagnose and resolve basic- moderately complex technical issues. Proficient in English and has excellent communication skills.</p> <p>Functional Responsibilities: Provides support of the design, execution, and oversight of IT projects including direct experience in the design and development of integrated software and hardware solutions in the private or public sector. Supports business case analysis, such as and identification of alternative solutions and resulting business impacts. Performs in a role of a requirements to make recommendations for solutions or improvements that can be accomplished through new technology or alternative uses of existing technology. Analyzes and communicates stakeholder</p>	Bachelors	8	Cisco Certified Network Professional

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		<p>needs by translating business requirements into software requirements. Functions as liaison between business stakeholders, such as management, customers, or EUs, and the software development team.</p> <p>Collaborates with project stakeholders to identify and prioritize system requirements. Possesses familiarity and experience documenting Software Requirements Specification (SRS), which may include both functional and non-functional components as well as requirement traceability matrix.</p> <p>Creates system design documentation to encompass all technical aspects regarding the design of a new system or completing an upgrade of one that currently exists, including design constraints and future contingencies. Uses data modeling techniques to define, develop, and support customer driven requirements including the utilization of standard data modeling tools to create conceptual, logical, and physical data models. Evaluates customer provided data and supporting information to draw logical conclusions regarding to how to best implement or improve a business process or system. Supports all program related initiatives, including project planning and milestone development. Has experience with the design, execution, and oversight of IT projects. This includes direct experience in the design and development of integrated software and hardware solutions in the private or public sector.</p> <p>Experience includes:</p>			

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		<ul style="list-style-type: none"> • Ability to lead teams, generate solutions, and work autonomously. • Experience with DoD / Defense Logistics Agency (DLA) and related business processes and technical requirements. • Understanding of NIST, RMF, and cybersecurity requirements at DOD. • Experience with Eagle ECRT or ITS. • Familiarity with Gold Documentation/ DoD Architecture Framework (DODAF) standards. • Experience in software development and testing in DISA environment. • Experience in Amazon Web Services (AWS), web services, mobile application development, and deployment. • Experience/familiarity with Microsoft Web Services/Cloud or .Mil cloud solutions. • Experience integration solutions across distributed systems architecture including interfaces. • Experience with performance tuning and load balancing. • Ability to design systems and appropriately scope and size for required solution. • Experience with system failover and design / Continuity of Operations Plan (COOP). • Has a business or requirements analyst background with sufficient technical breadth and superior communication and collaboration skills in order to successfully work with key stakeholders to solve business related problems or implement new solutions. 			

SIN	Labor Category	Labor Category Description	Min Education	Min Years Exp	education substitutions
		<ul style="list-style-type: none"> • Performs detailed functional analysis and gap/fit analysis of software solution packages. • Performs software solution package selection and business case development. • Conducts software and system developmental and acceptance testing. • Experience with legacy system data exchange design, development, and implementation. • Has a previous background creating SRS and systems design documentation for large projects. • Experience with usage of data modeling tools in order to create data models. • Utilizes an Agile approach to project management in a fast-paced development environment. • Has a Security+ or equivalent IA Technical (IAT) / Identity Protection and Access Management (IAM) / IA System Architecture and Engineering (IASAE) Level II Certification. • Possesses a Microsoft Windows 10 Operating System Certification. 			