

WRMA Inc. Commercial Catalog Labor Rates

Line Item No.	Labor Category	Education	Experience	CY2020 Rate	CY2021 Rate	CY2022 Rate	CY2023 Rate	CY2024 Rate
1	Principal Investigator/Project Director	M	20	\$265.01	\$272.96	\$281.15	\$289.58	\$298.27
2	Senior Research Associate	M	15	\$198.68	\$204.64	\$210.78	\$217.10	\$223.61
3	Research Associate	M	10	\$153.69	\$158.30	\$163.05	\$167.94	\$172.98
4	Research Assistant	B	5	\$104.05	\$107.17	\$110.39	\$113.70	\$117.11
5	Writer/Editor	B	5	\$98.83	\$101.79	\$104.84	\$107.99	\$111.23
6	Report Production Staff	B	4	\$95.10	\$97.95	\$100.89	\$103.92	\$107.04
7	Senior Management Consultant	M	15	\$311.15	\$320.48	\$330.09	\$339.99	\$350.19
8	Senior Subject Matter Expert	M	15	\$203.96	\$210.08	\$216.38	\$222.87	\$229.56
9	Subject Matter Expert	M	10	\$162.23	\$167.10	\$172.11	\$177.27	\$182.59
10	Program Manager	M	10	\$162.23	\$167.10	\$172.11	\$177.27	\$182.59
11	Project Manager	M	5	\$144.25	\$148.58	\$153.04	\$157.63	\$162.36
12	Business Systems Analyst IV	B	12	\$207.43	\$213.65	\$220.06	\$226.66	\$233.46
13	Business Systems Analyst III	B	8	\$186.69	\$192.29	\$198.06	\$204.00	\$210.12
14	Business Systems Analyst II	B	5	\$138.87	\$143.04	\$147.33	\$151.75	\$156.30
15	Business Systems Analyst I	B	2	\$128.67	\$132.53	\$136.51	\$140.61	\$144.83
16	Technical Analyst III	B	8	\$144.22	\$148.55	\$153.01	\$157.60	\$162.33
17	Technical Analyst II	B	5	\$134.06	\$138.08	\$142.22	\$146.49	\$150.88
18	Technical Writer III	B	8	\$117.48	\$121.00	\$124.63	\$128.37	\$132.22
19	Technical Writer II	B	5	\$95.10	\$97.95	\$100.89	\$103.92	\$107.04
20	Administrative Assistant – Level I	HS	0 - 3	\$76.08	\$78.36	\$80.71	\$83.13	\$85.62
21	Administrative Assistant – Level II	HS	4 - 7	\$80.56	\$82.98	\$85.47	\$88.03	\$90.67
22	Administrative Assistant – Level III	HS	8+	\$83.91	\$86.43	\$89.02	\$91.69	\$94.44
23	Business Analyst – Level I	B	0 - 3	\$123.07	\$126.76	\$130.56	\$134.48	\$138.51
24	Business Analyst – Level II	B	4 - 7	\$143.21	\$147.51	\$151.94	\$156.50	\$161.20
25	Business Analyst – Level III	B	8+	\$156.64	\$161.34	\$166.18	\$171.17	\$176.31
26	Computer Systems Analyst – Level I	B	0 - 3	\$139.85	\$144.05	\$148.37	\$152.82	\$157.40
27	Computer Systems Analyst – Level II	B	4 - 7	\$145.45	\$149.81	\$154.30	\$158.93	\$163.70
28	Computer Systems Analyst – Level III	B	8+	\$162.23	\$167.10	\$172.11	\$177.27	\$182.59

WRMA Inc. Commercial Catalog Labor Rates

Line Item No.	Labor Category	Education	Experience	CY2020 Rate	CY2021 Rate	CY2022 Rate	CY2023 Rate	CY2024 Rate
29	Systems Engineer I	B	0 - 3	\$125.31	\$129.07	\$132.94	\$136.93	\$141.04
30	Systems Engineer II	B	4 - 7	\$151.04	\$155.57	\$160.24	\$165.05	\$170.00
31	Systems Engineer III	B	8+	\$167.83	\$172.86	\$178.05	\$183.39	\$188.89
32	Database Specialist – Level I	B	0 - 3	\$119.72	\$123.31	\$127.01	\$130.82	\$134.74
33	Database Specialist – Level II	B	4 - 7	\$154.40	\$159.03	\$163.80	\$168.71	\$173.77
34	Database Specialist – Level III	B	8+	\$206.98	\$213.19	\$219.59	\$226.18	\$232.97
35	Help Desk Manager	B	4 - 7	\$117.48	\$121.00	\$124.63	\$128.37	\$132.22
36	Help Desk Specialist I	A/B	0 - 3	\$69.37	\$71.45	\$73.59	\$75.80	\$78.07
37	Help Desk Specialist II	A/B	4 - 7	\$80.56	\$82.98	\$85.47	\$88.03	\$90.67
38	Help Desk Specialist III	A/B	8+	\$111.88	\$115.24	\$118.70	\$122.26	\$125.93
39	Information Engineer/Data Analyst – Level I	B	0 - 3	\$109.65	\$112.94	\$116.33	\$119.82	\$123.41
40	Information Engineer/Data Analyst – Level II	B	4 - 7	\$123.07	\$126.76	\$130.56	\$134.48	\$138.51
41	Information Engineer/Data Analyst – Level III	B	8+	\$134.26	\$138.29	\$142.44	\$146.71	\$151.11
42	Network Engineer I	B	0 - 3	\$100.70	\$103.72	\$106.83	\$110.03	\$113.33
43	Network Engineer II	B	4 - 7	\$139.85	\$144.05	\$148.37	\$152.82	\$157.40
44	Network Engineer III	B	8+	\$195.80	\$201.67	\$207.72	\$213.95	\$220.37
45	Operations Manager	B	4 - 10	\$136.50	\$140.60	\$144.82	\$149.16	\$153.63
46	Program Director	B	10 - 20	\$162.23	\$167.10	\$172.11	\$177.27	\$182.59
47	Program Manager	B	4 - 10	\$162.23	\$167.10	\$172.11	\$177.27	\$182.59
48	Project Manager	B	4 - 10	\$139.85	\$144.05	\$148.37	\$152.82	\$157.40
49	Quality Assurance Manager	B	4 - 10	\$136.50	\$140.60	\$144.82	\$149.16	\$153.63
50	Records Management Specialist	B	0 - 10	\$86.15	\$88.73	\$91.39	\$94.13	\$96.95
51	Subject Matter Expert – Level I	B	0 - 3	\$139.85	\$144.05	\$148.37	\$152.82	\$157.40
52	Subject Matter Expert – Level II	B	4 - 10	\$154.40	\$159.03	\$163.80	\$168.71	\$173.77
53	Subject Matter Expert – Level III	B	10+	\$184.61	\$190.15	\$195.85	\$201.73	\$207.78
54	System Administrator – Level I	B	0 - 3	\$98.46	\$101.41	\$104.45	\$107.58	\$110.81
55	System Administrator – Level II	B	4 - 7	\$134.26	\$138.29	\$142.44	\$146.71	\$151.11
56	System Administrator – Level III	B	8+	\$156.64	\$161.34	\$166.18	\$171.17	\$176.31

WRMA Inc. Commercial Catalog Labor Rates

Line Item No.	Labor Category	Education	Experience	CY2020 Rate	CY2021 Rate	CY2022 Rate	CY2023 Rate	CY2024 Rate
57	Systems Architect/Engineer – Level I	B	0 - 7	\$158.87	\$163.64	\$168.55	\$173.61	\$178.82
58	Systems Architect/Engineer – Level II	B	8 - 10	\$170.06	\$175.16	\$180.41	\$185.82	\$191.39
59	Systems Architect/Engineer – Level III	B	10+	\$195.80	\$201.67	\$207.72	\$213.95	\$220.37
60	Enterprise Architect I	B	0 - 3	\$158.87	\$163.64	\$168.55	\$173.61	\$178.82
61	Enterprise Architect I	B	4 - 7	\$184.61	\$190.15	\$195.85	\$201.73	\$207.78
62	Enterprise Architect I	B	8+	\$206.98	\$213.19	\$219.59	\$226.18	\$232.97
63	Technical Writer/Editor – Level I	B	0 - 3	\$80.56	\$82.98	\$85.47	\$88.03	\$90.67
64	Technical Writer/Editor – Level II	B	4 - 7	\$95.10	\$97.95	\$100.89	\$103.92	\$107.04
65	Technical Writer/Editor – Level III	B	8+	\$114.12	\$117.54	\$121.07	\$124.70	\$128.44
66	Test Engineer I	B	0 - 3	\$125.31	\$129.07	\$132.94	\$136.93	\$141.04
67	Test Engineer II	B	4 - 7	\$139.85	\$144.05	\$148.37	\$152.82	\$157.40
68	Test Engineer III	B	8+	\$151.04	\$155.57	\$160.24	\$165.05	\$170.00
69	Quality Assurance Specialist I	B	0 - 3	\$102.93	\$106.02	\$109.20	\$112.48	\$115.85
70	Quality Assurance Specialist II	B	4 - 7	\$108.53	\$111.79	\$115.14	\$118.59	\$122.15
71	Quality Assurance Specialist III	B	8+	\$117.48	\$121.00	\$124.63	\$128.37	\$132.22
72	Training Specialist – Level I	B	0 - 3	\$106.29	\$109.48	\$112.76	\$116.14	\$119.62
73	Training Specialist – Level II	B	4 - 7	\$111.88	\$115.24	\$118.70	\$122.26	\$125.93
74	Training Specialist – Level III	B	8+	\$123.07	\$126.76	\$130.56	\$134.48	\$138.51
75	Web Content Designer/Administrator I	B	0 - 3	\$145.45	\$149.81	\$154.30	\$158.93	\$163.70
76	Web Content Designer/Administrator II	B	4 - 7	\$162.23	\$167.10	\$172.11	\$177.27	\$182.59
77	Web Content Designer/Administrator III	B	8+	\$167.83	\$172.86	\$178.05	\$183.39	\$188.89
78	Web Software Developer I	B	0 - 3	\$158.87	\$163.64	\$168.55	\$173.61	\$178.82
79	Web Software Developer II	B	4 - 7	\$173.42	\$178.62	\$183.98	\$189.50	\$195.19
80	Web Software Developer III	B	8+	\$195.80	\$201.67	\$207.72	\$213.95	\$220.37
81	Software Engineer I	B	0 - 3	\$158.87	\$163.64	\$168.55	\$173.61	\$178.82
82	Software Engineer II	B	4 - 7	\$173.42	\$178.62	\$183.98	\$189.50	\$195.19
83	Software Engineer III	B	8+	\$195.80	\$201.67	\$207.72	\$213.95	\$220.37

Labor Category Descriptions

- 1. Principal Investigator/Project Director:** Includes our most senior project staff members. Each has served as project manager or principal investigator for multiple studies and/or planning efforts that have been comprehensive, challenging and complex in nature. Each has a national track record for their work in their respective fields and each is a true professional in the broadest use of that term. They would all receive extremely high marks in your general requirements for all classifications and are known for their abilities to resolve complex problems and issues. Extensive experience in working with the executive staffs of public and private agencies, through formal training programs and staff development workshops, to improve the executive's program management and administration capabilities.
- 2. Senior Research Associate:** Includes very senior project staff members. Each has served as project manager or principal investigator for multiple studies and/or strategic planning efforts that have been comprehensive and complex. Each has a proven track record in their professional and technical fields and each has excellent written and oral communications skills.
- 3. Research Associate:** All have served as project manager or principal investigator for studies and/or planning efforts for State and/or Federal government service organizations. All have advanced degrees and effective written and oral communications skills. The major difference between the personnel categories described previously and this category of personnel are the number of years of experience and the fact that our most senior staff members have had more exposure to very complex and challenging projects.
- 4. Research Assistant:** All have project management experience but on less complex and challenging projects. All of these staff are also well versed in their respective programmatic or technical fields and each has demonstrated their ability to provide effective MOBIS. In addition, all of the staff included in this category have effective written and oral communications skills and, like all of the previous categories of staff, each has proven that they can establish and maintain effective working relationships with user departments, administrative officials, and employees of client organizations.
- 5. Writer/Editor:** These staff are well versed in the design, writing and preparation of reports and communications materials and each has served in that capacity on WRMA projects that have produced reports for the United States Congress and/or State legislatures; for other Federal, State and local officials, and for national associations and foundations.
- 6. Report Production Staff:** These staff are well versed in the design, writing and preparation of reports and communications materials and each has served in that capacity on WRMA projects that have produced reports for the United States Congress and/or State legislatures; for other Federal, State and local officials, and for national associations and foundations.
- 7. Senior Management Consultant:** Has experience leading large and/or complex project teams. Responsible for planning and delivering the service requirements for the client, supervising the performance of those services, providing advice and counsel, and overall quality control and oversight.
- 8. Senior Subject Matter Expert:** Has experience developing and directing others in planning and delivering of the relevant set of functional and management services. Expert in the use of relevant analytical, methodological, and management tools needed to organize, perform, and deliver the services being provided.
- 9. Subject Matter Expert:** Has experience developing and directing others in planning and delivering the relevant set of functional and management services. Expert in the use of relevant analytical, methodological, and management tools needed to organize, perform, and deliver the services being provided.
- 10. Program Manager:** Has served as a project manager or principal investigator for multiple studies and/or strategic planning efforts that have been comprehensive and complex. Acts as a leader in the development, operation, budgeting, scheduling, and technical performance of client deliverables.
- 11. Project Manager:** Has participated in the project management of or acted as a principal investigator for studies and/or planning efforts for State and/or Federal government service organizations. As the primary quality control for projects, they supervise project staff, establish priorities within the project and act as the first point of contact for the client.
- 12. Business Systems Analyst IV:** Has experience planning, coordinating, and managing activities for electronic data processing, information systems, systems analysis, and computer programming. Staff is familiar with managing the daily operations of system information projects, analyzing workflow, establishing priorities, developing standards and setting deadlines.
- 13. Business Systems Analyst III:** Has experience analyzing science, engineering, business, and data processing for application to electronic data processing systems. Staff is familiar with user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations.
- 14. Business Systems Analyst II:** Has experience providing complex management and information technology consulting services to clients. Staff is familiar with project management tools and methodologies.
- 15. Business Systems Analyst I:** Has experience providing complex management and information technology consulting services to clients. Staff is familiar with project management tools and methodologies.
- 16. Technical Analyst III:** Has experience designing, developing, and modifying complex computer applications, software, or specialized data base programs. Staff is familiar with analyzing user needs and developing software solutions. Designs software or customize software for client use. May analyze and design databases within an application area, working individually or coordinating database development as part of a team.
- 17. Technical Analyst II:** Has experience convert project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develop and write computer programs to store, locate, and retrieve specific documents, data, and information.
- 18. Technical Writer III:** Has experience preparing correspondence, schedules, assists in the preparation of presentation graphics, and support the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of the document.
- 19. Technical Writer II:** Has experience preparing correspondence, schedules, assists in the preparation of presentation graphics, and support the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of the document.
- 20. Administrative Assistant – Level I:** 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 a assigned manager, and may support his/her 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 special one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc.
- 21. Administrative Assistant – Level II:** Possesses and applies expertise on multiple complex work assignments. 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. Contributes to deliverables and performance metrics where applicable. Provides direct secretarial support to a assigned manager, and may support his/her 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 special one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc.
- 22. Administrative Assistant – Level III:** Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Provides direct secretarial support to a assigned manager, and may support his/her 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 special one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc.

Labor Category Descriptions

- 23. Business Analyst – Level I:** Entry-level position requiring basic knowledge of analytical and quantitative techniques to solve business needs. Must have basic knowledge in project management methodologies. Guides customer in preparing functional specifications and project plans to assure customer's objectives are met on time and within cost. Assists senior personnel in the development, design, and implementation of strategic planning projects. Works with customer to define system needs and translate logic diagrams into program statements. Assists in performing project management, workflow analysis, systems analysis, GAP analysis, integration, process design, user liaison, and systems deployment. Develops and maintains expertise in the scripting designs of the NT and IBM platforms. Prepares test bed requirements and performs system integration testing.
- 24. Business Analyst – Level II:** Requires working knowledge of analytical and quantitative techniques to solve business needs. Must have demonstrated proficiency in project management methodologies. Project management certification a plus. Guides customer in preparing functional specifications and project plans to assure customer's objectives are met on time and within cost. Assists senior personnel in the development, design, and implementation of strategic planning projects. Works with customer to define system needs and translate logic diagrams into program statements. Assists in performing project management, workflow analysis, systems analysis, GAP analysis, integration, process design, user liaison, and systems deployment. Develops and maintains expertise in the scripting designs of the NT and IBM platforms. Prepares test bed requirements and performs system integration testing.
- 25. Business Analyst – Level III:** Requires extensive knowledge of analytical and quantitative techniques to solve business needs. Must have demonstrated proficiency in project management methodologies. Project management certification a plus. Guides customer in preparing functional specifications and project plans to assure customer's objectives are met on time and within cost. Assists senior personnel in the development, design, and implementation of strategic planning projects. Works with customer to define system needs and translate logic diagrams into program statements. Assists in performing project management, workflow analysis, systems analysis, GAP analysis, integration, process design, user liaison, and systems deployment. Develops and maintains expertise in the scripting designs of the NT and IBM platforms. Prepares test bed requirements and performs system integration testing.
- 26. Computer Systems Analyst – Level I:** Implements computer system requirements by defining and analyzing system problems; designing and testing standards and solutions. Defines application problem by conferring with clients; evaluating procedures and processes. Develops solution by preparing and evaluating alternative workflow solutions. Controls solution by establishing specifications and coordinating production with programmers. Validates results by testing programs. Ensures operation by training client personnel and providing support. Provides reference by writing documentation. Accomplishes information systems and organization mission by completing related results as needed. Experience includes maintenance and operations experience on a mid to small scale and PC based computer system, with extensive knowledge of hardware, software, and operating systems.
- 27. Computer Systems Analyst – Level II:** Implements computer system requirements by defining and analyzing system problems; designing and testing standards and solutions. Defines application problem by conferring with clients; evaluating procedures and processes. Develops solution by preparing and evaluating alternative workflow solutions. Controls solution by establishing specifications and coordinating production with programmers. Validates results by testing programs. Ensures operation by training client personnel and providing support. Provides reference by writing documentation. Accomplishes information systems and organization mission by completing related results as needed. Experience includes the supervision and operations of a large to mid-scale computer system, detailed knowledge of hardware, software, and operating systems.
- 28. Computer Systems Analyst – Level III:** Implements computer system requirements by defining and analyzing system problems; designing and testing standards and solutions. Defines application problem by conferring with clients; evaluating procedures and processes. Develops solution by preparing and evaluating alternative workflow solutions. Controls solution by establishing specifications and coordinating production with programmers. Validates results by testing programs. Ensures operation by training client personnel and providing support. Provides reference by writing documentation. Accomplishes information systems and organization mission by completing related results as needed. Experience includes the supervision and operations of a large to mid-scale computer system, extensive knowledge of hardware, software, and operating systems.
- 29. Systems Engineer I:** Maintains general awareness of technical trends in information technology, develop and maintain an understanding of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep middle management apprised of project or program status. Usually tasked by a senior Systems Engineer.
- 30. Systems Engineer II:** Serves to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status. Responsible for tasking teams or subordinate Systems Engineers.
- 31. Systems Engineer III:** "Supervises a team of Systems Engineers. Serves to maintain a strong awareness of technical trends in information technology, develop and maintain a strong awareness of on-going IT projects, and business unit requirements; be able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provide analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; reviews and supervises project and program team's preparedness for CIO Project Management Program control gates; reports to or works adjacent to Branch or Director-level leadership and keeps all parties apprised of project or program status."
- 32. Database Specialist – Level I:** Assists to design and build relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and preestablished guidelines to perform the functions of the job. Works under immediate supervision and guidance.
- 33. Database Specialist – Level II:** Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.
- 34. Database Specialist – Level III:** Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Very likely directs and leads others. Works under general supervision.

Labor Category Descriptions

- 35. Help Desk Manager:** Management of help desks in a multi-server environment, comprehensive knowledge of computer operating systems, and networking and supervision of helpdesk employees, including development and delivery of technical and end-user training. Provides daily supervision and direction to staff members who are responsible for network and desktop hardware and software problems.
- 36. Help Desk Specialist I:** Under direction, provides remote support to users for network and desktop hardware and software problems. Takes calls from users, diagnoses problems and recommends solutions per script. Typically only provides Tier 1 support. A customer service representative rather than a technician (no real technical skills required).
- 37. Help Desk Specialist II:** Provides remote support to users for network and desktop hardware and software problems. Picks up calls from users, diagnoses problems and recommends solutions per script. Refers on non-resolved problems. Typically provides Tier 2 support. First level technician (limited/basic technical skills required).
- 38. Help Desk Specialist III:** Directs remote support to users for network and desktop hardware and software problems. Picks up calls from users, diagnoses problems and recommends solutions per script. Refers on non-resolved problems. Typically only provides Tier 2 support. A Level 2 technician and or a Team Lead (higher level of technical knowledge/skills required).
- 39. Information Engineer/Data Analyst – Level I:** Assists in performing information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, and documentation preparation. Implements information engineering projects; and performs systems analysis; design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis.
- 40. Information Engineer/Data Analyst – Level II:** Assists and participates in performing information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, and documentation preparation. Implements information engineering projects; and performs systems analysis; design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis.
- 41. Information Engineer/Data Analyst – Level III:** “Performs information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, and documentation preparation. Implements information engineering projects; and performs systems analysis; design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis.”
- 42. Network Engineer I:** Applies basic networking concepts in the analysis, study, and design of data networks. Assists more experienced network engineers in analyzing network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput). Assists in planning installations, transitions, and cutovers of network components and capabilities. Assists higher level network engineering in the review of existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies.
- 43. Network Engineer II:** Applies advanced networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. May review existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. May provide task direction to less experienced network engineers.
- 44. Network Engineer III:** Applies complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Diagnoses and remediates problems; plans installations, transitions, and cutovers of network components and capabilities. May review existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. May function as team leader for less experienced network engineers.
- 45. Operations Manager:** Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners and vendors to facilitate the delivery of information technology services. Provides users with computer output. Supervises staff operations.
- 46. Program Director:** Develops and implements an organization's programs. Assesses needs and ensures that program objectives are met. Coordinates activities of program committees and/or other groups to plan procedures. Provides direction and supervision to staff. Relies on experience and judgment to plan and accomplish goals.
- 47. Program Manager:** Manages large scale programs involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity described in the Task Order.
- 48. Project Manager:** Simultaneously plans and directs a highly technical project (or a group of related tasks) and assists the Program Manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.
- 49. Quality Assurance Manager:** “Establishes and maintains a process for evaluating business practices and software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the business or software life cycle. Conducts formal and informal reviews at predetermined points throughout the development life cycle. Specialized QA experience in configuration management, verification and validation, software testing and integration, or software metrics and their application to software QA preferred.”
- 50. Records Management Specialist:** Responsible for operation of computer-based records management programs, records, centers, dockets, clearinghouses and other records information services and functions consistent with customer and agency standards. Develops management procedures and plans for program development; analyses records management problems; designs strategies and procedures to meet records management needs.
- 51. Subject Matter Expert – Level I:** Confers with client management to understand or develop the client's strategic information technology business goals, and assists in formulation of an appropriate information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an “expert” in the technical/specialty area being addressed.
- 52. Subject Matter Expert – Level II:** Confers with client management to define the client's strategic information technology business goals, and advises in the reengineering of business processes to meet these goals. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an “expert” in the technical/specialty area being addressed.

Labor Category Descriptions

- 53. Subject Matter Expert – Level III:** Confers with client executive management using line of business expertise to define the client's strategic information technology business goals, and advises in the reengineering of business processes to meet these goals. Analyzes client requirements and recommends development or acquisition strategies. Assists client in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.
- 54. System Administrator – Level I:** Administers the operation of business systems that may be mainframe-, mini-, or client/server-based. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Provides assistance to users in accessing and using business systems. Routes complex problems to more experienced technical specialists.
- 55. System Administrator – Level II:** Administers the operation of business systems that may be mainframe-, mini-, or client/server-based. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Provides assistance to users in accessing and using business systems. May provide assistance to lower-level systems administrators.
- 56. System Administrator – Level III:** Manages the operation of business systems that may be mainframe-, mini-, or client/server-based. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users in accessing and using business systems. May provide direction to lower-level systems administrators.
- 57. Systems Architect/Engineer – Level I:** Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Ensures architectures are in compliance with open systems standards as they apply to the client's environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)
- 58. Systems Architect/Engineer – Level II:** Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Ensures architectures are in compliance with open systems standards as they apply to the client's environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. May function as team lead on specific project. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)
- 59. Systems Architect/Engineer – Level III:** Establishes information requirements, using analytical methods, for enterprise-wide or large-scale information systems. Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Ensures architectures are in compliance with open systems standards as they apply to the client's environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. May provide consulting support on complex tasks and daily supervision and direction to staff. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)
- 60. Enterprise Architect I:** Establishes information requirements for large-scale information systems, databases, and/or networks. Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates compatibility of information system development efforts with agency architectures and recommends appropriate adjustments.
- 61. Enterprise Architect II:** Establishes information requirements for enterprise-wide or large-scale information systems, databases, and/or networks. Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates compatibility of information system development efforts with agency architectures and recommends appropriate adjustments. May function as team leader and provide direction to less experienced Engineer/Architects.
- 62. Enterprise Architect III:** Establishes information requirements for enterprise-wide or large-scale information systems, databases, and/or networks. Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates compatibility of information system development efforts with agency architectures and recommends appropriate adjustments. May provide team leadership or consulting support on complex tasks.
- 63. Technical Writer/Editor – Level I:** Prepares instruction manuals, journal articles, and other supporting documents to communicate complex information more easily. Develops, gathers, and disseminates relevant information among customers, partners, stakeholders, team members, etc. May help train/guide less experienced colleagues.
- 64. Technical Writer/Editor – Level II:** Prepares instruction manuals, journal articles, and other supporting documents to communicate complex information more easily. Develops, gathers, and disseminates relevant information among customers, partners, stakeholders, team members, etc. May help train/guide less experienced colleagues. May serve in a lead role on a team.
- 65. Technical Writer/Editor – Level III:** Prepares instruction manuals, journal articles, and other supporting documents to communicate complex information more easily. Develops, gathers, and disseminates relevant information among customers, partners, stakeholders, team members, etc. May help train/guide less experienced colleagues. May serve in a lead, principal, senior, or managerial role on a team.
- 66. Test Engineer I:** Performs diagnostic testing to ensure systems are fully functional, performs system troubleshooting, and accurately documents specifications and test results.
- 67. Test Engineer II:** Performs diagnostic testing to ensure systems are fully functional, performs system troubleshooting, and accurately documents specifications and test results. May help train/guide less experienced colleagues.
- 68. Test Engineer III:** Performs diagnostic testing to ensure systems are fully functional, performs system troubleshooting, and accurately documents specifications and test results. May help train/guide less experienced colleagues. May serve in a lead, principal, senior, or managerial role on a team.
- 69. Quality Assurance Specialist I:** Responsible for assisting with quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Reports to a supervisor or manager.
- 70. Quality Assurance Specialist II:** "Responsible for quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Reports to a manager or head of a unit/department."

Labor Category Descriptions

- 71. Quality Assurance Specialist III:** “Responsible for all aspects of quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field’s concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Will very likely lead and direct the work of others. A wide degree of creativity and latitude is expected. Reports to a manager or head of a unit/department. “
- 72. Training Specialist – Level I:** “Delivers training programs and workshops to employees, clients and managers. Monitors the effectiveness of training on employees using individual or group performance results. Collects feedback on sessions from attendees to use for future improvements to content and presentation. Contributes to new training program design and existing program enhancements. Assists in the development and creation of lesson plans and training aids. May specialize in a particular subject, training program, or function of the company. Reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.”
- 73. Training Specialist – Level II:** Delivers training programs and workshops to employees, clients, and managers. Monitors the effectiveness of training on employees using individual or group performance results. Collects feedback on sessions from attendees to use for future improvements to content and presentation. Develops new training program design and existing program enhancements including lesson plans and training aids. May specialize in a particular subject, training program, or function. Reports to a supervisor or manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.
- 74. Training Specialist – Level III:** “Leads design and delivery of technical training programs. Determines training objectives by conducting analysis of overall needs and specific skill or knowledge gaps. Manages the development of training programs and materials including outlines, text, handouts, hands on exercises and training evaluations. Establishes processes to monitor results of training participants and collect feedback on training instructors to determine effectiveness and identify areas for improvement. Assess and manage any contractors utilized to deliver specialized training. May manage IT, product, or equipment training depending on the industry and setting. Reports to an executive or head of a unit/department. Manages through subordinate managers and professionals in larger groups of moderate complexity. Provides input to strategic decisions that affect the functional area of responsibility. May give input into developing the budget. “
- 75. Web Content Designer/Administrator I:** Responsibilities of this position include performing web page development and implementation; web site administration; serving data from various data sources on the web; and building web enabled presentations.
- 76. Web Content Designer/Administrator II:** Mid level position. Responsibilities of this position include performing web page development and implementation; web site administration; serving data from various data sources on the web; and building web enabled presentations.
- 77. Web Content Designer/Administrator III:** Senior level/supervisor position. Responsibilities of this position include performing web page development and implementation; web site administration; serving data from various data sources on the web; and building web enabled presentations.
- 78. Web Software Developer I:** Assists in providing specialized expertise in web-based programming to support development and expansion of web site applications. Assists in designing and building web applications and on-line database applications. Bachelor Degree or equivalent in Computer Science or a related field, and at least 1 year experience in 4GL programming and web application development, database implementation, and demonstrated successful implementation for several government or commercial organization web sites. Basic understanding of Federal usability and accessibility standards for special populations.
- 79. Web Software Developer II:** Provides specialized expertise in web-based programming to support development and expansion of web site applications. Designs, implements, and builds web applications, such as a web-based database application used to track specific materials or on-line database applications that let users search for data based on specified search criteria. Bachelor Degree or equivalent in Computer Science or a related field, and at least 5 years experience in conducting requirements analyses, 4GL programming and application development, database design and implementation, and demonstrated successful implementation for a range of different types, forms, and content government or commercial organization web sites. Experienced in applying Federal usability and accessibility standards for special populations to web database applications.
- 80. Web Software Developer III:** Provides specialized expertise in web-based programming to support development and expansion of web site applications. Designs, implements, and builds web applications, such as a web-based database application used to track specific topic legislation laws and bills for all States and the U.S. Congress or on-line database applications that let users search for data based on specified search criteria. Masters Degree or equivalent in Computer Science or a related field, and at least 10 years experience in conducting requirements analyses, 4GL programming and application development, database design and implementation, and demonstrated successful implementation for a broad range of different types, forms, and content government and commercial organization web sites. Expert in applying Federal usability and accessibility standards for special populations to web database applications.
- 81. Software Engineer I:** Assists in design and coding of software product components, units, and modules according to detailed specifications. Participates in analysis and development of test plans. Tests assigned components and units. Provides test results and recommends corrections to senior developers. Requires practical knowledge of one or more platforms and operating systems, and of programming languages. Requires knowledge of one or more systems architectures. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.
- 82. Software Engineer II:** Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Participated in large system and subsystem planning. Adheres to product build and release schedules and strategies. Acts as a technical resource for lower level developers. Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages. Requires knowledge of one or more systems architectures. Familiar with a variety of the field’s concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Works under general supervision. Reports to a manager or head of a unit/department.
- 83. Software Engineer III:** Oversees technical design, development, and implementation of large projects and/or major software products and systems. Assists in defining architecture requirements and establishing standards for design and development. Consults with management and customers regarding product feasibility and viability of product plans and designs. Factors emerging technologies and product supportability into design and implementation. Serves as primary technical resource to development team. May act as team leader in prioritizing group tasks, determining individual assignments, and reviewing work of lower-level developers. Provides product demonstrations and participates in trade shows, seminars, industry panels, and user group meetings. Interacts with customers regarding strategies, requirements, problem solving, and support. This is normally the senior non-management developer level. Reports to a manager or head of a unit/department.