

**Connections II | Contract No: GS00Q12NSD0002**  
**Labor Category Descriptions**  
**Year 10: 01/19/2020 - 01/18/2021**

ID	Name	Description	Min Exp	Min Edu
310001	Applications Systems Analyst/Programmer - Entry	<ol style="list-style-type: none"> <li>1. Formulates and defines system scope and objectives.</li> <li>2. Prepares detailed specifications for programs.</li> <li>3. Designs, codes, tests, debugs and documents programs.</li> <li>4. Works in all phases of applications, systems analysis, and programming activities.</li> </ol>	0	B
310002	Applications Systems Analyst/Programmer - Mid	<ol style="list-style-type: none"> <li>1. Oversees and formulates and defines system scope and objectives.</li> <li>2. Prepares detailed specifications for programs.</li> <li>3. Designs, codes, tests, debugs and documents programs.</li> <li>4. Works in all phases of applications, systems analysis, and programming activities.</li> <li>5. Provides guidance and training to less experienced analysts/programmers.</li> </ol>	5	B
310003	Applications Systems Analyst/Programmer - Sr	<ol style="list-style-type: none"> <li>1. Directs, formulates and defines system scope and objectives.</li> <li>2. Prepares detailed specifications for programs.</li> <li>3. Designs, codes, tests, debugs and documents programs.</li> <li>4. Works in all phases of applications, systems analysis, and programming activities.</li> <li>5. Provides guidance and training to less experienced analysts/programmers.</li> </ol>	7	B
310004	Business Analyst	<ol style="list-style-type: none"> <li>1. Responsible for analyzing the business needs of clients to help identify business problems and propose solutions.</li> <li>2. Performs a liaison between all stakeholders and the providers of services to the enterprise in order to elicit, analyze, communicate and validate requirements for changes to business processes, policies and information systems.</li> <li>3. Understands business problems and opportunities in the context of the requirements and recommends solutions that enable the organization to achieve its goals.</li> </ol>	4	B
310005	Business Process Engineer - Entry	<ol style="list-style-type: none"> <li>1. Applies process improvement and reengineering methodologies teams to ensure enterprise-wide integration of reengineering efforts.</li> <li>2. Familiar with e-business and its applicability to Government or commercial organizations.</li> </ol>	0	B
310006	Business Process Engineer - Mid	<ol style="list-style-type: none"> <li>1. Acts as the lead for process improvement and reengineering methods for customer and technical support.</li> <li>2. Applies process improvement and reengineering methodologies teams to ensure enterprise-wide integration of reengineering efforts.</li> <li>3. Familiar with e-business and its applicability to Government or commercial organizations.</li> </ol>	4	B
310007	Business Process Engineer - Sr	<ol style="list-style-type: none"> <li>1. Acts as the lead for process improvement and reengineering methods for customer and technical support.</li> <li>2. Applies process improvement and reengineering methodologies teams to ensure enterprise-wide integration of reengineering efforts.</li> <li>3. Familiar with e-business and its applicability to Government or commercial organizations.</li> </ol>	6	B
310008	Cable Installer - Entry	<ol style="list-style-type: none"> <li>1. Installs telephone, coaxial, and fiber optic cables, including vertical and horizontal cable pairs to the desktop.</li> <li>2. Locates and diagnoses signal transmission defects using various test equipment and visual inspection.</li> <li>3. Uses tools and related test equipment, ground power equipment, and pressure equipment.</li> <li>4. Prepares necessary reports.</li> <li>5. Communicates effectively with technical and management personnel.</li> </ol>	0	T

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310009	Cable Installer - Mid	<ol style="list-style-type: none"> <li>1. Oversees and installs telephone, coaxial, and fiber optic cables, including vertical and horizontal cable pairs to the desktop.</li> <li>2. Locates and diagnoses signal transmission defects using various test equipment and visual inspection.</li> <li>3. Uses tools and related test equipment, ground power equipment, and pressure equipment.</li> </ol>	4	H
310010	Cable Installer - Sr	<ol style="list-style-type: none"> <li>1. Oversees and installs telephone, coaxial, and fiber optic cables, including vertical and horizontal cable pairs to the desktop.</li> <li>2. Locates and diagnoses signal transmission defects using various test equipment and visual inspection.</li> <li>3. Uses tools and related test equipment, ground power equipment, and pressure equipment.</li> <li>4. Prepares necessary reports. Communicates directly with technical and management personnel.</li> </ol>	6	H
310011	Communications Analyst - Entry	<ol style="list-style-type: none"> <li>1. Assists in the planning, design, implementation, and operation of communications networks.</li> <li>2. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs.</li> <li>3. Conducts feasibility studies for large projects, develops requests for proposals, evaluates contractor equipment, and makes recommendations on selection.</li> </ol>	0	T
310012	Communications Analyst - Mid	<ol style="list-style-type: none"> <li>1. Oversees in the planning, design, implementation, and operation of communications networks.</li> <li>2. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs.</li> <li>3. May provide guidance and training to less experienced analysts.</li> </ol>	6	H
310013	Communications Analyst - Sr	<ol style="list-style-type: none"> <li>1. Directs the planning, design, implementation, and operation of communications networks.</li> <li>2. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs.</li> <li>3. Conducts feasibility studies for large projects, develops requests for proposals, evaluates contractor equipment, and makes recommendations on selection.</li> <li>4. Provides guidance and training to less experienced analysts.</li> </ol>	8	A
310014	Data Entry Operator	<ol style="list-style-type: none"> <li>1. Responsible for the accurate and timely entry of data into a computer system for the purpose of storage, printing, analysis, or computation.</li> </ol>	1	H
310015	Data/Configuration Management Specialist - Entry	<ol style="list-style-type: none"> <li>1. Prepares, integrates, installs and tests equipment.</li> <li>2. Under direct supervision, responsible for effectively tracking, logging, categorizing, and maintaining documented changes made against the accepted baseline(s) standards.</li> <li>3. Distributes, and tracks all change packages resulting from approved Configuration Control Board action.</li> <li>4. Provides daily information to staff as to change status requirements, deadlines, and problems.</li> </ol> <p>Certifications: Supply Chain Risk Management (SCRM) certification or training highly preferred</p>	0	B
310016	Data/Configuration Management Specialist - Mid	<ol style="list-style-type: none"> <li>1. Prepares, integrates, installs and tests equipment.</li> <li>2. Under general direction, responsible for effectively tracking, logging, categorizing, and maintaining documented changes made against the accepted baseline(s) standards.</li> <li>3. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action.</li> <li>4. Provides daily support and direction to staff as to change status requirements, deadlines, and problems.</li> </ol> <p>Certifications: Supply Chain Risk Management (SCRM) certification or training highly preferred</p>	5	B

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310017	Data/Configuration Management Specialist - Sr	<ol style="list-style-type: none"> <li>1. Prepares, integrates, installs and tests equipment.</li> <li>2. Under minimal direction, responsible for effectively tracking, logging, categorizing, and maintaining documented changes made against the accepted baseline(s) standards.</li> <li>3. Develops, distributes, and tracks all change packages resulting from approved. Configuration Control Board action.</li> <li>4. Provides daily support and direction to staff as to change status requirements, deadlines, and problems.</li> </ol> <p>Certifications: Supply Chain Risk Management (SCRM) certification or training highly preferred</p>	7	B
310018	Database Manager/Administrator - Entry	<ol style="list-style-type: none"> <li>1. Administers computer databases.</li> <li>2. Confers with peers and superiors on administrative policies and procedures, technical problems, priorities and methods.</li> <li>3. Consults with and advises users of the various databases.</li> <li>4. Prepares activity and progress reports regarding the database management section.</li> <li>5. Must have skill using Microsoft Access.</li> </ol>	0	B
310019	Database Manager/Administrator - Mid	<ol style="list-style-type: none"> <li>1. Administers computer databases.</li> <li>2. Assigns contractor-supplied personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports.</li> <li>3. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with and advises users of the various databases. Prepares activity and progress reports regarding the database management section.</li> <li>5. Must have skill using Microsoft Access.</li> </ol>	5	B
310020	Database Manager/Administrator - Sr	<ol style="list-style-type: none"> <li>1. Administers computer databases.</li> <li>2. Assigns contractor-supplied personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports.</li> <li>3. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods.</li> <li>4. Consults with and advises users of the various databases.</li> <li>5. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function.</li> <li>6. Prepares activity and progress reports regarding the database management section.</li> <li>7. Must have skill using Microsoft Access.</li> </ol>	7	B
310021	Desktop Support Manager	<ol style="list-style-type: none"> <li>1. Responsible for overall personal computer activity.</li> <li>2. Establishes and implements PC policies, procedures and standards, and ensures their conformance with information systems goals and procedures.</li> <li>3. Studies and projects PC resource requirements including personnel, software, equipment and facilities, and makes recommendations to management.</li> <li>4. Maintains currency in new developments and technology.</li> <li>5. Provides for the training of department staff and end users.</li> <li>6. Directs setup and maintenance of library and materials for end user reference and reviews department staff.</li> <li>7. Ensures that security procedures are implemented and enforced.</li> <li>8. Provides leadership in the effective use of internal data processing, automated office systems and data communications. May also manage LAN services.</li> </ol> <p>Certifications: HDI Support Center Manager Certification</p>	4	B

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310022	Desktop Systems Specialist	1. Under general supervision, performs analytical, technical and administrative work in the planning, design and installation of new and existing personal computer systems. 2. Works on moderately complex applications. 3. Confers with end users to determine types of hardware and software required. 4. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. 5. May maintain or utilize telecommunications protocols. 6. Installs new hardware and maintains existing hardware. 7. Trains end users in use of equipment and software. Certifications: HDI Desktop Support Technician Certification	5	H
310023	Engineering Assistant	1. Uses standard design techniques (including computerized tools), planning documents and other records to perform work (other than that of a clerical nature) required to install and test. telecommunications equipment. 2. Prepares or directs the preparation of as-built drawings of installations.	5	H
310024	Financial Analyst - Entry	1. Employs spreadsheet and statistical software packages to analyze financial data, define trends, and develop forecasts of organizational financial health. 2. Develops and presents reports, provides recommendations for the financial management of organizational projects and resources. 3. Provides recommendations regarding financial risks and mitigation strategies.	0	B
310025	Financial Analyst	1. Employs spreadsheet and statistical software packages to analyze financial data, define trends, and develop forecasts of organizational financial health. 2. Develops and presents reports, provides recommendations for the financial management of organizational projects and resources. 3. Provides recommendations regarding financial risks and mitigation strategies.	4	B
310026	Financial Analyst - Sr	1. Employs spreadsheet and statistical software packages to analyze financial data, define trends, and develop forecasts of organizational financial health. 2. Develops and presents reports, provides recommendations for the financial management of organizational projects and resources. 3. Provides recommendations regarding financial risks and mitigation strategies.	6	B
310027	Graphics Specialist	1. Develops visual representations of information, data or knowledge which is capable of being used anywhere where information needs to be explained quickly or simply, such as in signs, maps, journalism, technical writing, and education.	2	H
310028	Help Desk Coordinator	1. Responsible for ensuring the timely process through which problems are controlled; includes problem recognition, research, isolation, resolution and follow-up steps. 2. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. 3. Typically involves use of problem management database and help desk system. 4. May provide guidance/training for less experienced personnel. Certifications: HDI Customer Service Representative Certification	6	B

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310029	Help Desk Support Service Specialist - Entry	<ol style="list-style-type: none"> <li>1. Under direct supervision, provides support to end-users for PC, server or mainframe applications, and hardware.</li> <li>2. May interact with network services, software systems engineering and/or applications development to restore service and/or identify and correct core problems.</li> <li>3. Simulates or recreates user problems to resolve operating difficulties.</li> <li>4. Recommends systems modifications to reduce user problems.</li> <li>5. Refers more complex problems to intermediate and/or senior level.</li> </ol> Certifications: HDI Support Center Analyst Certification	0	T
310030	Help Desk Support Service Specialist - Mid	<ol style="list-style-type: none"> <li>1. Under general supervision, provides second-tier support to end-users for PC, server, mainframe applications and hardware.</li> <li>2. Handles problems that the first-tier of help desk support is unable to resolve.</li> <li>3. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.</li> <li>4. Simulates or recreates user problems to resolve operating difficulties.</li> <li>5. Recommends systems modifications to reduce user problems.</li> <li>6. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to Senior Level.</li> </ol> Certifications: HDI Desktop Support Technician Certification	4	B
310064	Technical Writer/Editor	<ol style="list-style-type: none"> <li>1. Designs, writes, creates, maintains, and updates technical documentation, user's guides, system manuals, and other documents.</li> <li>2. Proofreads, edits, and formats and produces technical documentation for multiple audiences.</li> </ol>	3	H
310031	Help Desk Support Service Specialist - Sr	<ol style="list-style-type: none"> <li>1. Under general direction, provides second-tier support to end-users for PC, server, mainframe applications, and hardware.</li> <li>2. Handles problems that the first-tier of help desk support is unable to resolve.</li> <li>3. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.</li> <li>4. Simulates or recreates user problems to resolve operating difficulties.</li> <li>5. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.</li> </ol> Certifications: HDI Support Center Team Lead Certification	6	B
310032	Information Assurance Engineer - Entry	<ol style="list-style-type: none"> <li>1. Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands.</li> <li>2. Provides for the development, design, and implementation of information assurance solutions Coordinates with client representatives to establish and define programs, resources, and risks.</li> <li>3. Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.</li> </ol>	0	B
310033	Information Assurance Engineer - Mid	<ol style="list-style-type: none"> <li>1. Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands.</li> <li>2. Provides leadership and guidance in the development, design, and application of solutions implemented by more junior staff members.</li> <li>3. Coordinates with senior client representatives to establish and define programs, resources, and risks.</li> <li>4. Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.</li> <li>5. Possesses an expert understanding of government security policy.</li> </ol>	7	B

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310034	Information Assurance Engineer - Sr	<ol style="list-style-type: none"> <li>1. Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands.</li> <li>2. Provides leadership and guidance in the development, design, and application of solutions implemented by mid-level and junior staff members.</li> <li>3. Coordinates with senior client representatives to establish and define programs, resources, and risks.</li> <li>4. Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.</li> <li>5. Possesses an expert understanding of government security policy</li> </ol>	10	B
310035	LAN/MAN/WAN Integrator - Entry	<ol style="list-style-type: none"> <li>1. Must have proven technical ability in LAN/MAN/WAN integration and implementation.</li> <li>2. Sound knowledge of the customer's intranets, extranets, Internet, E-business, telephony and any other associated networking systems, including the support necessary to develop, implement, and maintain such systems.</li> <li>3. Possesses a working knowledge of TCP/IP and routing protocols.</li> <li>4. Other responsibilities include security audits, assessments, design, implementation and configuration. Works with project managers, business analysts and contractors on security solutions to address customer's security requirements. Researches and provides information on security related solutions.</li> <li>5. Can install, configure, and operate networks in highly complex environments with specific protocols</li> </ol> <p>Certification: Cisco Certified Internet Expert(CCIE), Cisco Certified Internet Professional(CCIP), or Cisco Certified Network Professional (CCNP) highly preferred</p>	0	B
310036	LAN/MAN/WAN Integrator - Mid	<ol style="list-style-type: none"> <li>1. Must have proven technical ability in LAN/MAN/WAN design and implementation. Management of the customer's intranets, extranets, Internet, E-business, telephony and any other associated networking systems, including the support necessary to develop, implement, and maintain such systems.</li> <li>2. Excellent understanding of TCP/IP and routing protocols is needed. Acts as the technology lead for designing the network and security platforms.</li> <li>3. Other responsibilities include security audits, assessments, design, implementation and configuration.</li> <li>4. Works with project managers, business analysts and contractors on security solutions to address customer's security requirements.</li> <li>5. Researches and provides information on security related solutions.</li> <li>6. Performs software evaluations and testing of new and existing security solutions.</li> <li>7. Must be able to assume responsibility and work autonomously in a professional manner.</li> <li>8. Can install, configure, and operate networks in highly complex environments with specific protocols and instruct and direct those doing these tasks as well.</li> <li>9. Can assume management responsibilities if required.</li> </ol> <p>Certification: Cisco Certified Internet Expert (CCIE), Cisco Certified Internet Professional (CCIP), or Cisco Certified Network Professional (CCNP) highly preferred</p>	6	B

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310037	LAN/MAN/WAN Integrator - Sr	<ol style="list-style-type: none"> <li>1. Must have proven technical ability in LAN/MAN/WAN design and implementation. Management of the customer's intranets, extranets, Internet, E-business, telephony and any other associated networking systems, including the support necessary to develop, implement, and maintain such systems.</li> <li>2. Excellent understanding of TCP/IP and routing protocols is needed.</li> <li>3. Acts as the technology lead for designing the network and security platforms and technical lead supporting network.</li> <li>4. Other responsibilities include security audits, assessments, design, implementation and configuration.</li> <li>5. Provides leadership, direction and vision in the support and deployment of network and security technologies. Works with project managers, business analysts and contractors on security solutions to address customer's security requirements.</li> <li>6. Researches and provides information on security related solutions.</li> <li>7. Performs software evaluations and testing of new and existing security solutions.</li> <li>8. Must be able to assume responsibility and work autonomously in a professional manner.</li> <li>9. Can install, configure, and operate networks in highly complex environments with specific protocols and instruct and direct those doing these tasks as well.</li> <li>10. Assumes management responsibilities as needed.</li> </ol> Certification: Cisco Certified Internet Expert(CCIE), Cisco Certified Internet Professional(CCIP), or Cisco Certified Network Professional (CCNP)	8	B
310038	Network Administrator - Entry	<ol style="list-style-type: none"> <li>2. Develops and maintains all systems, applications, security, and network configurations.</li> <li>3. Troubleshoots network performance issues and creates and maintains a disaster recovery plan.</li> <li>4. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users.</li> <li>5. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.</li> <li>6. Relies on instructions and pre-established guidelines to perform the functions of the job.</li> <li>7. Works under immediate supervision.</li> </ol>	0	B
310039	Network Administrator - Mid	<ol style="list-style-type: none"> <li>1. Sets up, configures, and supports internal and/or external networks.</li> <li>2. Develops and maintains all systems, applications, security, and network configurations.</li> <li>3. Troubleshoots network performance issues and creates and maintains a disaster recovery plan.</li> <li>4. Recommends upgrades, patches, and new applications and equipment.</li> <li>5. Provides technical support and guidance to users.</li> <li>6. Familiar with standard concepts, practices, and procedures within a particular field.</li> <li>7. Relies on limited experience and judgment to plan and accomplish goals.</li> <li>8. Performs a variety of tasks. Works under general supervision.</li> </ol>	4	B

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310040	Network Administrator - Sr	<ol style="list-style-type: none"> <li>1. Sets up, configures, and supports internal and/or external networks.</li> <li>2. Develops and maintains all systems, applications, security, and network configurations.</li> <li>3. Troubleshoots network performance issues and creates and maintains a disaster recovery plan.</li> <li>4. Recommends upgrades, patches, and new applications and equipment.</li> <li>5. Provides technical support and guidance to users.</li> <li>6. Familiar with a variety of the field's concepts, practices, and procedures.</li> <li>7. Performs a variety of tasks; may provide consultation on complex projects and is considered to be the top level contributor/specialist.</li> </ol>	6	B
310041	Network Engineer - Entry	<ol style="list-style-type: none"> <li>1. Acts as the technology lead for designing and implementing network systems and security platforms.</li> </ol> Certification: Cisco Certified Network Professional (CCNP) and Registered Communications Distribution Designer (RCDD) highly preferred	0	B
310042	Network Engineer - Mid	<ol style="list-style-type: none"> <li>1. Performs LAN/WAN design and implementation support and deployment of network and security technologies. Installs, configures, and operates network in highly complex environments and act as lead for others doing these tasks.</li> </ol> Certification: Cisco Certified Network Professional (CCNP) and Registered Communications Distribution Designer (RCDD) highly preferred	5	B
310043	Network Engineer - Sr	<ol style="list-style-type: none"> <li>1. Performs LAN/WAN design and implementation support and deployment of network and security technologies. Installs, configures, and operates networks in highly complex environments and acts as lead for others doing these tasks.</li> </ol> Certification: Cisco Certified Network Professional (CCNP) and Registered Communications Distribution Designer (RCDD)	7	B
310044	Network Technician - Entry	<ol style="list-style-type: none"> <li>1. Monitors and responds to hardware, software, and network problems using a variety of hardware and software testing tools and techniques.</li> <li>2. Provides primary interface with contractor's technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance.</li> <li>3. Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment and network management software</li> </ol>	0	T
310045	Network Technician - Mid	<ol style="list-style-type: none"> <li>1. Monitors and responds to complex hardware, software, and network problems using a variety of hardware and software testing tools and techniques.</li> <li>2. Provides primary interface with contractor's technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance.</li> <li>3. Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment and network management software.</li> <li>4. May function as task lead providing guidance and training for less experienced technicians.</li> </ol>	5	T
310046	Network Technician - Sr	<ol style="list-style-type: none"> <li>1. Oversees, monitors and responds to complex hardware, software, and network problems using a variety of hardware and software testing tools and techniques.</li> <li>2. Provides primary interface with contractor's technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance.</li> <li>3. Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment and network management software.</li> <li>4. May function as task lead providing guidance and training for less experienced technicians.</li> </ol>	7	T



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310047	Operations System Security Specialist - Entry	<p>1. Provides technical knowledge and analysis of information assurance, to include applications, operating systems, physical security, networks, risk assessment, critical infrastructure continuity, contingency planning, emergency preparedness, security awareness, and training.</p> <p>2. Under direct supervision, provides analyses of existing system's vulnerability to possible intrusions, resource manipulation, resource denial, or destruction of resources.</p> <p>3. Provides technical support and analysis to document the customer's information protection framework and supports policy and procedures preparation and implementation.</p>	0	A
310048	Operations System Security Specialist - Mid	<p>applications, operating systems, physical security, networks, risk assessment, critical infrastructure continuity, contingency planning, emergency preparedness, security awareness, and training.</p> <p>2. Under general supervision, provides analyses of existing system's vulnerability to possible intrusions, resource manipulation, resource denial, or destruction of resources.</p> <p>3. Provides technical support and analysis to document the customer's information protection framework and supports policy and procedures preparation and implementation.</p> <p>Certification: Certified Information Systems Security Professional (CISSP) highly preferred</p>	6	B
310049	Operations System Security Specialist - Sr	<p>1. Provides technical knowledge and analysis of information assurance, to include applications, operating systems, physical security, networks, risk assessment, critical infrastructure continuity, contingency planning, emergency preparedness, security awareness, and training.</p> <p>2. Provides analyses of existing system's vulnerability to possible intrusions, resource manipulation, resource denial, or destruction of resources.</p> <p>3. Provides technical support and analysis to document the customer's information protection framework and supports policy and procedures preparation and implementation.</p>	8	B
310050	Program Manager	<p>1. Under indirect supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program consisting of a set of closely related projects.</p> <p>2. Oversees the fiscal, schedule, scope, operational, administrative and resource management of the program.</p> <p>3. Serves as the principal representative of the program to external entities; provides day-to-day technical/professional guidance and leadership as appropriate.</p> <p>Certifications: Project Management Institute's Project Management Professional (PMP) certification</p>	7	B
310051	Project Manager - Jr	<p>significant segment of these projects.</p> <p>2. Translates customer requirements into formal agreements and plans that culminate in customer acceptance of results while meeting business objectives. Identifies requirements and develops the proposed solution.</p> <p>3. Performs as the team leader in initiating, planning, controlling, executing, and closing tasks of a project or a segment of a project to produce an acceptable solution.</p> <p>4. Uses the concepts defined ANSI/PMI Standard 99-001-2008 to ensure project objectives are met.</p> <p>5. Analyzes new and complex project-related problems and creates innovative solutions to the customer's requirements.</p> <p>Certifications: Certified Associate in Project Management (CAPM) certification highly preferred</p>	2	B

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ID	Name	Description	Min Exp	Min Edu
310052	Project Manager - Mid	<ol style="list-style-type: none"> <li>1. Responsible for large projects (\$10M to \$35M) or a significant segment of a large project.</li> <li>2. Translates customer requirements into formal agreements and plans that culminate in customer acceptance of results while meeting business objectives.</li> <li>3. Identifies requirements and develops the proposed solution.</li> <li>4. Performs as the team leader in initiating, planning, controlling, executing, and closing tasks of a project or a segment of a project to produce an acceptable solution.</li> <li>5. Uses the concepts defined ANSI/PMI Standard 99-001-2008 to ensure project objectives are met.</li> <li>6. Analyzes new and complex project-related problems and creates innovative solutions to the customer's requirements.</li> </ol> Certifications: Project Management Institute's Project Management Professional (PMP) certification highly preferred.	6	B
310053	Project Manager - Sr	<ol style="list-style-type: none"> <li>1. Provides senior leadership for large projects (\$10m to \$35M +) or a significant segment of a large project.</li> <li>2. Translates customer requirements into formal agreements and plans that culminate in customer acceptance of results while meeting business objectives.</li> <li>3. Oversees the development of the proposed solution.</li> <li>4. Performs as the project lead in initiating, planning, controlling, executing, and closing tasks of a project or a segment of a project to produce an acceptable solution.</li> <li>5. Uses the concepts defined ANSI/PMI Standard 99-001-2008 to ensure project objectives are met.</li> <li>6. Analyzes new and complex project-related problems and creates innovative solutions to the customer's requirements.</li> </ol> Certifications: Project Management Institute's Project Management Professional (PMP) certification	8	B
310054	Quality Assurance Engineer - Entry	<ol style="list-style-type: none"> <li>1. Responsible for development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract.</li> <li>2. Responsible for verifying that each functional component of the project follows a defined process that conforms with contractual requirements.</li> <li>3. Reports findings to project staff, line management, and the customer, as appropriate.</li> </ol>	0	B
310055	Quality Assurance Engineer - Mid	<ol style="list-style-type: none"> <li>1. Responsible for management and development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract.</li> <li>2. Responsible for verifying that each functional component of the project follows a defined process that conforms to contractual requirements.</li> <li>3. Reports findings to project staff, line management, and the customer, as appropriate.</li> <li>4. Provides an independent assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize the contractor's process.</li> </ol>	5	B
310056	Quality Assurance Engineer - Sr	<ol style="list-style-type: none"> <li>1. Directs the development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract.</li> <li>2. Responsible for verifying that each functional component of the project follows a defined process that conforms with contractual requirements.</li> <li>3. Reports findings to project staff, line management, and the customer, as appropriate.</li> <li>4. Provides an independent assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize the contractor's process.</li> </ol>	7	B

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ID	Name	Description	Min Exp	Min Edu
310057	Site Manager - Jr	<p>1. Provides coordination while on the customer site, reviews day-to-day oversight of the task order per Project Management Institute (PMI) standard ANSI/PMI 99-001-2008.</p> <p>2. Provides technical assistance to facilitate planning, design, installation, modification, and operation the site infrastructure.</p> <p>Certifications: Project Management Institute's Project Management Professional (PMP) certification and Registered Communications Distribution Designer (RCDD) highly preferred</p>	3	H
310058	Site Manager - Mid	<p>1. Primary Project Coordinator while on the customer site, day-to-day oversight of the task order per Project Management Institute (PMI) standard ANSI/PMI 99-001-2008.</p> <p>2. Provides technical assistance to facilitate planning, design, installation, modification, and operation the site infrastructure. Oversees the daily work for building and campus infrastructure.</p> <p>Certifications: Project Management Institute's Project Management Professional (PMP) certification and Registered Communications Distribution Designer (RCDD) highly preferred</p>	5	H
310059	Site Manager - Sr	<p>1. Acts as Deputy Project manager/ Project Coordinator while on the customer site, day-to-day oversight of the task order per Project Management Institute (PMI) standard ANSI/PMI 99-001-2008.</p> <p>2. Provides technical assistance to facilitate planning, design, installation, modification, and operation the site infrastructure. Supervises the daily work for building and campus infrastructure.</p> <p>Certifications: Project Management Institute's Project Management Professional (PMP) certification and Registered Communications Distribution Designer (RCDD) highly preferred</p>	7	H
310060	Systems Engineer - Entry	<p>1. Provides customer system engineering support in defining and implementing the necessary solutions to customer problems with work-processes and tools which address those problems.</p> <p>2. Provides solutions to both technical and human-centered disciplines such as control engineering and process management.</p> <p>3. Responsibilities also include the capacity to progressively link, test, and modify as necessary the customer's system and service components.</p>	0	B
310061	Systems Engineer - Mid	<p>necessary solutions to customer problems with work-processes and tools which address those problems.</p> <p>2. Provides solutions to both technical and human-centered disciplines such as control engineering and process management.</p> <p>3. Responsibilities also include the capacity to progressively link, test, and modify as necessary the customer's system and service components that interface with the equipment and services and support systems provided by contractors and other customers and merge their respective functional characteristics into comprehensive, interoperable systems.</p> <p>4. Performs appropriate management responsibilities as necessary.</p>	6	B

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ID	Name	Description	Min Exp	Min Edu
310062	Systems Engineer - Sr	<p>1. Provides customer system engineering support in defining and implementing the necessary solutions to customer problems with work-processes and tools which address those problems.</p> <p>2. Provides direction in the development of solutions to both technical and human-centered disciplines such as control engineering and process management.</p> <p>3. Responsibilities also include the capacity to progressively link, test, and modify as necessary the customer's system and service components that interface with the equipment and services and support systems provided by contractors and other customers and merge their respective functional characteristics into comprehensive, interoperable systems.</p> <p>4. Performs appropriate management responsibilities as necessary.</p> <p>Certifications: Project Management Institute's Project Management Professional (PMP) certification highly preferred.</p>	8	B
310063	Technical Draftsman	<p>1. Creates technical drawings for the purpose of visually and concisely defining a technical design.</p>	2	H
310065	Telecommunications Engineer - Entry	<p>1. Responsible for design and installation of telecommunications equipment and facilities, such as complex electronic switching systems to wireland, wireless and fiber optic telephone facilities.</p> <p>2. Provides support for the customers electronics, civil, structural, and electrical engineering requirements as necessary.</p> <p>3. Responsible for providing the best solution possible for the lowest cost to the client.</p> <p>Certifications: Registered Communications Distribution Designer (RCDD) highly preferred</p>	2	B
310066	Telecommunications Engineer - Mid	<p>1. Responsible for design and oversight of the installation of telecommunications equipment and facilities, such as complex electronic switching systems to wireland, wireless and fiber optic telephone facilities.</p> <p>2. Provides support for the customers electronics, civil, structural, and electrical engineering requirements as necessary.</p> <p>3. Performs as project manager as required. Responsible for providing the best solution possible for the lowest cost to the client.</p> <p>Certifications: Registered Communications Distribution Designer (RCDD) highly preferred</p>	6	B
310067	Telecommunications Engineer - Sr	<p>1. Responsible for design and oversight of the installation of telecommunications equipment and facilities, such as complex electronic switching systems to wireland, wireless and fiber optic telephone facilities.</p> <p>2. Provides support for the customers electronics, civil, structural, and electrical engineering requirements as necessary. Performs as project manager as required.</p> <p>3. Responsible for providing the best solution possible for the lowest cost to the client.</p> <p>Certifications: Registered Communications Distribution Designer (RCDD) highly preferred</p>	8	B
310068	Telecommunications Technician - Entry	<p>1. Performs installation of equipment, and system testing and evaluation activities. Inspects and reviews hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation of services.</p> <p>2. Performs de-installation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, hardware and software.</p>	0	T

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ID	Name	Description	Min Exp	Min Edu
310069	Telecommunications Technician - Mid	<ol style="list-style-type: none"> <li>1. Performs installation of equipment, and system testing and evaluation activities. Inspects and reviews hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation of services.</li> <li>2. Performs de-installation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, hardware and software.</li> </ol>	5	H
310070	Telecommunications Technician - Sr	<ol style="list-style-type: none"> <li>1. Performs installation of equipment, and system testing and evaluation activities. Inspects and reviews hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation of services.</li> <li>2. Performs de-installation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, hardware and software.</li> </ol>	7	H
310071	Training Specialist - Entry	<ol style="list-style-type: none"> <li>1. Prepares appropriate training materials including course outlines, background materials, and training aids, course manuals, workbooks, handouts, exercises, and course critique forms.</li> <li>2. Demonstrates excellent interpersonal skills and written and oral communication skills.</li> </ol>	0	A
310072	Training Specialist - Mid	<ol style="list-style-type: none"> <li>1. Prepares appropriate training materials including course outlines, background materials, and training aids, course manuals, workbooks, handouts, exercises, and course critique forms.</li> <li>2. Shapes these materials to the audience, including classroom students, Web-based students, and trainers.</li> <li>3. Demonstrates excellent interpersonal skills and written and oral communication skills.</li> </ol>	5	B
310073	Training Specialist - Sr	<ol style="list-style-type: none"> <li>1. Prepares appropriate training materials including course outlines, background materials, and training aids, course manuals, workbooks, handouts, exercises, and course critique forms.</li> <li>2. Shapes these materials to the audience, including classroom students, Web-based students, and trainers.</li> <li>3. Demonstrates excellent interpersonal skills and written and oral communication skills.</li> </ol>	7	B
310074	Web Designer - Entry	<ol style="list-style-type: none"> <li>1. Designs web sites using a variety of graphics software applications, techniques, and tools.</li> <li>2. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings.</li> <li>3. Upgrades the website to support the customer's strategies and goals relative to external communications.</li> <li>4. Requires understanding of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.</li> </ol>	0	A
310075	Web Designer - Mid	<ol style="list-style-type: none"> <li>1. Designs web sites using a variety of graphics software applications, techniques, and tools.</li> <li>2. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings.</li> <li>3. Upgrades the website to support the customer's strategies and goals relative to external communications.</li> <li>4. Requires in-depth understanding of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.</li> </ol>	5	A

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ID	Name	Description	Min Exp	Min Edu
310076	Web Designer - Sr	1. Designs web sites using a variety of graphics software applications, techniques, and tools. 2. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings. 3. Upgrades the website to support the customer's strategies and goals relative to external communications. 4. Requires mastery of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.	7	A
310077	Webmaster - Entry	1. Prepares, integrates, installs and tests E-based solutions. Updates web sites using a variety of graphics software applications, techniques, and tools. 2. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings. 3. Upgrades the website to support the customer's strategies and goals relative to external communications. 4. Requires understanding of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.	0	A
310078	Webmaster - Mid	1. Prepares, integrates, installs and tests E-based solutions. Updates web sites using a variety of graphics software applications, techniques, and tools. 2. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings. 3. Upgrades the website to support the customer's strategies and goals relative to external communications. 4. Possesses in-depth understanding of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.	5	B
310079	Webmaster - Sr	1. Prepares, integrates, installs and tests E-based solutions. Updates web sites using a variety of graphics software applications, techniques, and tools. 2. Leads the design group's efforts to enhance the look and feel of the customer's on-line offerings. 3. Upgrades the website to support the customer's strategies and goals relative to external communications. 4. Requires mastery of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.	7	B
310080	Security Subject Matter Expert	Possessing unique experiences, skills, and expert knowledge in highly specialized technical, functional and/or process areas within the engineering discipline or across engineering disciplines with network security. Applies Best Industry practices and standards, leading edge technology, and innovative solutions. Education: A Bachelors Degree or an equivalent combination of formal education, experience professional training and certifications. Gov't site Ten to Twelve Years of Experience	10	B
310081	Senior Security Technician	Performing in-depth technical functions required in the installation of electronic equipment and systems. Provides oversight of security installation activities. Involved in installation, troubleshooting, wiring, and testing of electronic equipment. Configure computers, communications devices, and peripheral equipment. Education: High School Diploma and applicable Security System OEM Certification. Gov't site Eight years of experience	8	H

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ID	Name	Description	Min Exp	Min Edu
310082	Security Technician	Performing a variety of security technical functions required in the installation of electronic equipment and systems. Performs installation, troubleshooting, wiring, and testing of electronic equipment. Education: High School Diploma and applicable Security System OEM Certification.Gov't site Over five years experience.	5	H
310086	IT Infrastructure Engineer - Sr	1. Responsible for design and oversight of the installation of voice and data passive infrastructure equipment and facilities, including fiber optical and UTP/STP/Coaxial copper systems, telecommunications rooms, and cable conveyances and pathways. 2. Performs as project manager as required. Responsible for providing the best solution possible for the lowest cost to the client. 3. Degree can be substituted with 4 year of relevant work experience.Certifications: Registered Communications Distribution Designer (RCDD) highly preferred	6	B
310083	Logistics Specialist	Supports logistics functions for assigned projects to include: research, analyses of customer and statutory requirements, preparing required documentation, and ensuring quality control. Drafts various logistics type documentation. Identifies, analyzes, and reports deficiencies in logistics life cycle costs and logistics budget data. Analyzes and assesses technical documentation, e.g., manuals, drawings, specifications, and source controls. Develops and implements standard procedures to ensure testing, documentation, updates, quality control, and configuration management requirements are considered in the development of the equipment system. Provides input to the technical proposal preparation process and ensures necessary safeguards for proprietary data. Confers with the user/customer to resolve logistics problems. Assists in training junior logisticians. Provides functional guidance, supervision, technical support, training, and quality assurance/quality control to other personnel. Supports senior staff as required and ensures customer requirements and project milestones are met. Degree can be substituted with 4 year of relevant work experience.	5	B
310084	Logistics Manager	Implements logistics functions for assigned projects to include: research, analyses of customer and statutory requirements, preparing required documentation, and ensuring quality control. Drafts various logistics type documentation. Identifies, analyzes, and reports deficiencies in logistics life cycle costs and logistics budget data. Analyzes and assesses technical documentation, e.g., manuals, drawings, specifications, and source controls. Develops and implements standard procedures to ensure that testing, documentation, updates, quality control, and configuration management requirements are considered in the development of the equipment system. Provides input to the technical proposal preparation process and ensures necessary safeguards for proprietary data. Confers with the user/customer to resolve logistics problems. Assists in training junior logisticians. Provides functional guidance, supervision, technical support, training, and quality assurance/quality control to other personnel. Supports senior staff as required and ensures customer requirements and project milestones are met. Degree can be substituted with 4 year of relevant work experience.	6	B

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ID	Name	Description	Min Exp	Min Edu
310085	IT Infrastructure Project Manager - Mid	1. Responsible for large projects (\$10M to \$35M) or a significant segment of a large project. 2. Translates customer requirements into formal agreements and plans that culminate in customer acceptance of results while meeting business objectives. 3. Identifies requirements and develops the proposed solution. 4. Performs as the team leader in initiating, planning, controlling, executing, and closing tasks of a project or a segment of a project to produce an acceptable solution. 5. Uses the concepts defined PMI Standard 99-001-2008 to ensure project objectives are met. 6. Analyzes new and complex project-related problems and creates innovative solutions to the customer's requirements. 7. Degree can be substituted with 4 year of relevant work experience. Certifications: Project Management Institute's Project Management Professional (PMP®) certification highly preferred.	6	B
310091	Senior Contact Center Engineer	Minimum/General Experience: Demonstrated proficiency with implementing new contact center operations, upgrades of existing contact centers, performance evaluations of existing contact center designs and provide training to call center management. Responsibilities: Responsible for the design, engineering and development of advanced contact center environments, including advanced scripting, integrations, administrative training and implementation of Cisco UCCE, CVP, UCM and other vendor products . Provides resolutions to a diverse range of technical problems covering call flow (call center) optimization, call center reporting, vector designs, agent skills, etc. Provides Contact Center consulting on Contact Center implementation, and end user reporting analysis. Minimum Education: Bachelor's degree, preferably in Industrial Engineering or equivalent experience. Cisco UCCE and CVP Certification or equivalent experience.	5	B
310087	Contact Center Technician	variety of contact center applications but not limited to multi-media call center, outbound dialing. Responsibilities: Responsible for technical support of contact center product implementation. This position is responsible for effective customer service, technical assistance in troubleshooting, manage incident tracking queue for resolution or follow up, interface with Tier 2 engineering for escalation, and can provide customer training on how to use and troubleshoot contact center products. Minimum Education: Bachelor's degree in Engineering or Computer Science or equivalent experience	3	B
310088	Contact Center Services Engineer - Unified Contact Center Enterprise	of contact center (CC) and Unified Communications (UC) technologies. Responsibilities: Supports the Implementation and provides day 2 support to mission critical IP Based Contact Center systems. Provides directions, design, validation, consultation and resolutions to a diverse range of complex Contact Center solution installations and maintenance including but not limited to: UCCE, UCCX, IPIVR, VXML, ASR/TTS, EIM/WIM, CVP, Telephony, Messaging, Conferencing, Networking, Call Center Applications (IVR Outbound dialing, reporting, call center routing, etc.) Minimum Education: Bachelor's degree or equivalent experience; MBA is desired. 5+ years experience in voice communications including in depth understanding of IP Telephony. Demonstrated experience in multi-vendor contact center platforms, interactive voice response, software and/or hardware, testing and implementation, and Network Management, Security, Planning, and Traffic Engineering.	5	B



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ID	Name	Description	Min Exp	Min Edu
310089	Contact Center Implementation Manager	<p>Minimum/General Experience: Experience with consistently successful integration of multi-site Contact Center solutions with multi-vendor products and applications. Experience across a broad range of technologies and best practices in voice, data, convergence and Contact Center.</p> <p>Responsibilities: Oversees complex Contact Center integration projects including installations or systems additions. Provides total project leadership and is directly accountable for the project team's performance. Responsible for managing all client deliverables, planning and coordinating project activities and milestones, reserve resources, coordination with multiple vendors/services providers, resource scheduling, contractual compliance, and customer satisfaction.</p> <p>Minimum Education: Bachelor's degree in Business or equivalent experience preferred. Completion of basic technical courses supporting the type of technology to be managed. Project Management (PMP) Certification (Awarded by the Project Mgt Institute - PMI). At least 7 years of experience leading projects with contact center implementation and optimization, with demonstrated thought leadership in the area of business processes, contact centers, or communications.</p>	7	B
310090	Contact Center Engineer	<p>Minimum/General Experience: Technical competency in the system analysis, Design, engineering, hardware staging and implementation of UCCE, CVP, and UCM Configuration and Scripting, Documentation, End User Training and Support of enterprise level contact center (CC) and unified communication (UC) solutions.</p> <p>Responsibilities: Responsible for formulating and defining Contact Center solution hardware and software system scope and objectives. Develops detailed technical specifications for enterprise level contact center and unified communications systems including but not limited to UCCE, CVP, and UCM, Interactive Response, Voice Portal, and Speech applications, Contact Center reporting products, and proactive Contact Center (Outbound Dialer) applications.</p> <p>Minimum Education: Bachelor's degree required, or equivalent experience. 3+ years experience in voice IP communications. Demonstrated experience in SIP multi model contact centers, interactive voice response, predictive dialing, data networking, voice messaging, conferencing and video. Experience with multi-vendor Contact Center and IP communications platforms.</p>	3	B

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ID	Name	Description	Min Exp	Min Edu
310092	Contact Center Architect	<p>Minimum/General Experience: Extensive technical experience across a broad range of contact center (CC) and Unified Communications (UC) technologies. Leads Design Workshops, develops hardware and software Bill of Materials, and manages advanced integrations and custom solutions of UCCE, CVP, and UCM. Responsibilities: Performs and oversees the technical design of complex Contact Center projects. Leads technical contributions on projects requiring multi-vendor technologies and large complex integrations. Provides directions and resolutions to a diverse range of complex technical problems including but not limited to: Call Center Applications (IVR, Outbound dialing, reporting, call center routing, etc.), Networking, Telephony, and Messaging.</p> <p>Minimum Education: Bachelor's degree required, or equivalent experience. MBA is desired. 5+ years experience in voice communications including in depth understanding of IP Telephony. Demonstrated experience in multiple of these disciplines: SIP multi model contact centers, interactive voice response, predictive dialing, data networking, voice messaging, conferencing, and video. Experience with design and implementation of multiple vendor Contact Center and IP communications platforms. Cisco UCCE and CVP Certification or equivalent experience.</p>	5	B
310093	Contact Center Reporting Architect/Technical Lead	<p>Minimum/General Experience: Technical competency in Contact Center Reporting Systems architecture, development, implementation for enterprise level contact center (CC) and unified communication (UC) Report Generation applications. Responsibilities: Responsible for defining system scope, Site Readiness, Compatibility, Solution Design. Develops technical specifications for enterprise level Contact Center Reporting System applications.</p> <p>Minimum Education: Bachelor's degree required, or equivalent experience. 5+ years experience in voice communications including in depth understanding of IP Telephony. Demonstrated experience implementing Cisco Contact Center/IP communications platforms and Aceyus reporting applications.</p>	5	B
310094	Contact Center Data Analysis & Senior Reporting Specialist	<p>Minimum/General Experience: Extensive Technical competency in analyzing enterprise Contact Center and network data to develop end-user and business intelligence reports.</p> <p>Responsibilities: Leads Contact Center Reporting Systems Report Discovery, Advanced Requirements Gathering, Database analysis, Report design and generation, and 3rd Party Data Integrations.</p> <p>Minimum Education: Bachelor's degree required, or equivalent experience. 5+ years experience in voice communications including in depth understanding of IP Telephony. Demonstrated experience implementing Cisco Contact Center/IP communications platforms and Aceyus reporting applications.</p>	5	B
310095	Contact Center Data Analysis & Reporting Specialist	<p>Minimum/General Experience: Technical competency in analyzing enterprise Contact Center and network data to develop end-user and business intelligence reports.</p> <p>Responsibilities: Contact Center Reporting Systems Intermediate Report Discovery, Requirements Gathering, Database analysis, Report design and generation, and 3rd Party Data Integrations Reporting Skills, 3rd Party Data Integrations, Report Discovery and Requirements.</p> <p>Minimum Education: Bachelor's degree required, or equivalent experience. 5+ years experience in voice communications and 2 years Aceyus systems experience Demonstrated experience implementing Cisco Contact Center/IP communications platforms and Aceyus reporting applications.</p>	5	B

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ID	Name	Description	Min Exp	Min Edu
310096	Supply Technician	Responsible for receiving materials and supplies, unloading or unpacking items, marking items with identification codes, stocking shelves, and helping customers place orders. Works in warehouses, stockrooms, and other storage facilities. Maintains established inventory levels by checking shelves and notifying supervisor at established reorder points or preparing purchase orders. Uses small hand tools, scales, and may operate material handling equipment such as fork lifts, pallet handlers, and hand trucks.	0	H
310097	Logistics Specialist	Performs clerical and manual tasks to maintain an inventory of materials, parts, supplies, and equipment. Maintains a supply management database, and generates various reports as assigned. Maintains related documentation. Performs clerical and manual duties in material areas such as receiving, storing, issuing, and delivering materials, parts, supplies, and equipment. Uses information technology resources as needed for parts/equipment technical research, data updates, and related communications. Provides guidance and training to less experienced logisticians	2	H
310098	Senior Logistics Analyst	Analyzes life-cycle logistics support requirements. Collaborates daily with customer(s) to determine specific support requirements. Develops and/or reviews program reports, papers, drawings, specifications and procedures. Provides assessments of current logistical practices and recommends possible solutions. Plans and develops logistic program documentation from conceptual stage through life-cycle product. Completes other logistics tasks as assigned.	6	H
310099	Senior Logistics Manager	Oversee and manages logistics support functions including provisioning, support analysis, inventory control, life-cycle cost analysis, support equipment planning and technical documentation. Performs liaison between stakeholders and the providers of services to the enterprise to elicit, analyze, communicate and validate requirements for changes to logistics processes and policies. Develops and/or reviews program reports, papers, drawings, specifications and procedures. Collaborates daily with customer(s) to determine specific needs and requirements and to counsel within the expert area, including overseeing task execution. Completes other logistics tasks as assigned.	6	B