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# Labor Category Descriptions

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The equivalency factors below apply to each labor category:

Associates degree is equivalent to 4 years of experience;  
Bachelors degree is equivalent to 8 years of experience;  
Masters degree is equivalent to 12 years of experience;  
PhD is equivalent to 15 years of experience



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# Management Series

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## **Program Manager (PM) II**

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### **I. SUMMARY DESCRIPTION**

A PM II is responsible for and leads a team on large complex projects. The PM translates customer requirements into formal agreements and plans to which culminate in customer acceptance of results. The PM possesses expert knowledge of business processes and is responsible for the performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. The PM has an extensive professional knowledge of the market segment, industry, technology, and discipline trends. The PM works with the client to identify business requirements and develops the proposal and subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project (or segment of a project) to produce the solution deliverable.

### **II. FUNCTIONAL RESPONSIBILITIES**

1. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery.
2. Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives.
3. Appropriately challenges the validity of given procedures and processes with a view toward enhancement or improvement.
4. Analyzes information and situations and implements actions independently and/ or through the management team, to ensure project objectives are met.
5. Analyzes new and complex project- related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools and solution components.
6. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting, and personnel in order to manage team and business processes.

### **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and fifteen (15) years of experience is required. With a Master's Degree, eleven (11) years of experience is required. With a PhD, eight (8) years of experience is required.



# Program Manager (PM) I

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## I. SUMMARY DESCRIPTION

A PM I manages and is responsible for and leads a team on large programs or a significant segment of a large complex program. The PM translates customer requirements into formal agreements and plans which culminate in customer acceptance of results or have acceptance in the targeted market, while meeting business objectives. The PM works with the client to identify business requirements and develops the proposal and subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a program or segment of a program to produce the solution deliverable.

## II. FUNCTIONAL RESPONSIBILITIES

1. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery.
2. Formulates partnerships between customer, suppliers, and staff.
3. Anticipates potential program-related problems.
4. Utilizes refined techniques for identifying, eliminating or mitigating solution, program, and business risk.
5. Understands customer, industry, and business trends. Applies this understanding to meet program objectives.
6. Appropriately challenges the validity of given procedures and processes with a view toward enhancement or improvement.
7. Analyzes information and situations and implement actions, independently and/or through the management team to ensure program objectives are met.
8. Analyzes new and complex program-related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.

## III. MINIMUM EDUCATION/EXPERIENCE

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



# Project Manager (ProjM) III

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## **I. SUMMARY DESCRIPTION**

A ProjM III is responsible for serving as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system).

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Assists the Program Manager (PM) in working with the ordering activity Contracting Officer (CO).
2. Assists the PM in working with the contract-level Contracting Officer's Representative (COR).
3. Assists the PM in working with the task order-level COR(s), ordering activity management personnel and customer agency representatives.
4. Under the guidance of the PM, is responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner.
5. Performs enterprise-wide horizontal integration planning, and interfaces to other functional systems.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and fifteen (15) years of experience is required. With a Master's Degree, eleven (11) years of experience is required. With a PhD, eight (8) years of experience is required.



# Project Manager (ProjM) II

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## **I. SUMMARY DESCRIPTION**

A ProjM II serves as the project manager for a mid-size, semi-complex task order (or a group of task orders affecting the same common/standard/migration system).

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Assists the Program Manager (PM) in working with the ordering activity Contracting Officer (CO).
2. Assists the PM in working with the contract-level Contracting Officer's Representative (COR).
3. Assists the PM in working with the task order-level COR(s), ordering activity management personnel and customer agency representatives.
4. Under the guidance of the PM, is responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner.
5. Performs enterprise-wide horizontal integration planning, and interfaces to other functional systems.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



# Project Manager (ProjM) I

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## **I. SUMMARY DESCRIPTION**

A ProjM I serves as the project manager for a small, uncomplicated task order (or a group of task orders affecting the same common/standard/migration system).

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Assists the Program Manager (PM) in working with the ordering activity Contracting Officer (CO).
2. Assists the PM in working with the contract-level Contracting Officer's Representative (COR).
3. Assists the PM in working with the task order-level COR(s), ordering activity management personnel and customer agency representatives.
4. Under the guidance of the PM, is responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner.
5. Performs enterprise-wide horizontal integration planning, and interfaces to other functional systems.
6. Functional responsibilities are conducted under the supervision of the PM.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.

# Task Manager (TM)

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## **I. SUMMARY DESCRIPTION**

A TM has final responsibility for planning, budgeting, resourcing, and reporting on the status of a significant portion of customer business functionality. The TM works directly with the PM and the customer's representative designated to accomplish overall project goals. In addition to guiding the technical and design direction for the efforts of a team of developers, the TM is responsible for planning, resourcing, and reporting on the efforts of team members. The TM has past expertise in analysis, design, programming, data/access/retrieval and problem solving abilities and has a high degree of expertise in planning, estimating, communicating, and people management skills. The TM is responsible quality assurance oversight of team members' products and services.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Provides overall technical leadership and project management in designing, modifying, developing, writing and implementing complex software programming applications. Applies standard development procedures and a detailed knowledge of the application being developed.
2. Works directly with customer's representative to obtain requirements for new application development and improvements to existing applications. Responsible for making presentations to the customer on task-related matters.
3. Manages development and documentation of complex specifications and system architecture with minimal input from the PM.
4. Oversees integration testing process after ensuring that fundamental unit testing concepts have been applied to programs being developed.
5. Oversees the production of requirement, user guide, test-case and system design documentation.
6. Provides leadership and mentoring to team members. Responsible for employee career planning, performance evaluation, and salary review. Works with PM to structure rewards, training needs, and performance improvement approaches.
7. Works with Program the PM to define staff requirements and may be involved in the interview process which precedes the actual hiring decision.
8. Responsible for reviewing and approving input to time tracking system.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



# Quality Assurance Manager (QAM)

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## I. SUMMARY DESCRIPTION

A QAM manages quality for an assigned project(s), including Quality Assurance (QA) Testing, Configuration Management (CM), Software Process Improvement, and Technical Writing. The QAM coordinates software development policies and procedures and works directly with the CM, Technical Writing, Test, and Software Engineering staff to establish effective software release management and product assurance. The QAM also works directly with customer QA personnel to ensure customer software standards and procedures are met. The QAM plans and conducts QA Audits of all functional areas and reports results to the PM/ProjM and customer QA representatives. The QAM implements software metrics for quality improvement and ensures project nonconformance reports are documented and follows up on corrective action plans and identifies lessons learned that could improve processes. The QAM has a high degree of expertise in planning, estimating, communicating, and people management skills.

## II. FUNCTIONAL RESPONSIBILITIES

1. Oversees development and maintenance of all software process documentation and tools.
2. Provides leadership and mentoring of personnel assigned to CM, Technical Writing, and Testing activities. Works with management to structure rewards, training needs, and performance improvement approaches. Responsible for Matrix resource planning and coordinates resource assignment with PM/ProjM.
3. Works directly with software engineering managers to ensure that designated software work products are evaluated before they are delivered to the customer against designated software standards, procedures, and contractual requirements. Documents deviations in software work products and tracks noncompliance items to closure. Analyzes noncompliance issues for potential quality trends that can be identified and addressed.
4. Establishes, maintains and employs clearly stated criteria for the evaluation of selected work products.
5. Manages software testing staff and maintains a valid, effective testing environment. Monitors and notifies management of problems with software performance. Oversees work of Configuration Management staff and manages release process.
6. Provides training and mentoring to managers, supervisors, and work groups related to quality and process improvement. Coordinates all software quality and process improvement initiatives with customer, including presentations to customers on software process improvement matters.

## III. MINIMUM EDUCATION/EXPERIENCE

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required. Ability to manage a complex, multi-disciplinary team. Experience with SEI/CMM implementation, Microsoft Office Products, design and development methodology, and SharePoint preferred.



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# Technical Support Series

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## **Subject Matter Expert (SME) III**

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### **I. SUMMARY DESCRIPTION**

A SME III provides an extremely high-level subject matter expertise for work described in the task. The SME provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems which require doctorate-level knowledge of the subject matter for effective implementation.

### **II. FUNCTIONAL RESPONSIBILITIES**

1. Provides advice and expertise in competitive sourcing, outsourcing methods, conducting value chain analysis, strategic planning and process improvement methods, change enablement and management, site-selection, and consolidation of operations.
2. May serve as point of contact with client and clients' representatives.
3. Applies subject matter knowledge to high-level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation.
4. Resolves problems, which require an intimate knowledge of the related technical subject matter.
5. Applies principles and methods of the subject matter to specialized solutions. Includes but not limited to; identity management, medical and legal transcription, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

### **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and fifteen (15) years of experience is required. With a Master's Degree, eleven (11) years of experience is required. With a PhD, eight (8) years of experience is required.



# Subject Matter Expert (SME) II

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## **I. SUMMARY DESCRIPTION**

A SME II plans, supports, and provides contributions in complex and critical efforts which include specific functional, technical, professional or policy areas of the project. The SME is a peer or industry recognized definitive source of knowledge, technique or expertise in a specific subject area such as business, management, information technology, software development, engineering etc. The SME understands, articulates and implements Government or industry best practices in their area of expertise. The SME provides guidance on how their knowledge, skills and abilities are utilized in the field.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Investigates or identifies business, scientific, technology, engineering, operational, professional and/or policy issues.
2. Conducts analysis of issues and provides advice in support of major programs/projects.
3. Serves as a technical expert on executive-level project teams providing technical direction, interpretation and alternatives.
4. Thinks independently and demonstrates exceptional written and oral communications skills.
5. Applies advanced technical principles, theories, and concepts.
6. Develops advanced technological ideas and guides their development into a final product. Expertise is in a particular area of Information Technology (e.g., Information Systems Architecture, Telecommunications Systems Design, Architecture, Implementation, Information Systems Integration, Software Development Methodologies, Security Engineering, Communications and Network Systems Management), or a specific functional area (e.g., finance, logistics, and operations research).

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



# Subject Matter Expert (SME) I

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## **I. SUMMARY DESCRIPTION**

A SME I serves as a senior advisor to customer's executive management team in a variety of capacities. The SME is a peer or industry recognized definitive source of knowledge, technique or expertise in a specific subject area such as business, management, information technology, software development, engineering etc. The SME understands, articulates and implements Government or industry best practices in their area of expertise. The SME provides guidance on how their knowledge, skills and abilities are utilized in the field.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Participates, as needed, in all phases of development with emphasis on the planning, analysis, testing, integration, documentation, training and presentation phases.
2. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order requirements.
3. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required by the task order.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



# Information Security (INFOSEC) Consulting Specialist

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## **I. SUMMARY DESCRIPTION**

An INFOSEC Consulting Specialist has specialized experience including INFOSEC technology, policy and procedure development and implementation on major industry and Government programs/efforts. This includes a strong understanding of security policy advocated by the U.S. Government including Department of Defense and appropriate civil agencies, e.g., NIST. General experience includes development of both common user and special purpose command and control/information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Establishes and satisfies system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands.
2. Supports customers at the highest levels in the development and implementation of doctrine and policies.
3. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. May have management responsibilities when assigned.
4. Coordinates with senior representatives within the customer organizations to address program goals, milestones, resources, and risks.
5. Applies expertise to common user information systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control - related networks.
6. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, and able to work on multiple tasks.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



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# **Information Security (INFOSEC) Systems Specialist**

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## **I. SUMMARY DESCRIPTION**

An INFOSEC Systems Specialist has specialized experience including system security analysis and implementation; secure system engineering and/or design, design assurance or testing for INFOSEC products and systems computer networking technology and work in protocol and/or interface standards. General experience includes software engineering; program design and implementation; configuration management; or maintenance, integration or testing, and information system engineering, analyst or software experience.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Provides customer support in solving all phases of complex INFOSEC-related technical problems.
2. Reviews and recommends INFOSEC solutions to customer problems based on an understanding of products/systems test results.
3. Conducts systems security analysis and implementation, system engineering, design assurance, testing, software engineering, program design, configuration management, integration and testing of INFOSEC products and techniques. Solutions are based on a firm understanding of government/industry policy, practices, procedures, and customer requirements. Particular attention placed on Guard, Firewall, Secure Network Server, PCMCIA format security solutions, "Smart Cards", and emerging security technologies and future trends in support of information system and network security.
4. Insures that INFOSEC solutions are fully compatible with or engineered into the customer's network design.
5. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, and is able to work on multiple tasks.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



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# Information Security (INFOSEC) Application Developer

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## **I. SUMMARY DESCRIPTION**

An INFOSEC Application Developer has specialized experience including demonstrated experience in designing, developing/programming INFOSEC-related software. Experience in designing and developing large software systems is required.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Analyzes complex INFOSEC requirements. Based on direct interface with customers, designs, develops, and integrates software-based solutions. Software applications encompass cryptographic solutions that provide and/or enhance the security of individual platforms, systems or networks.
2. Develops and enhances user interfaces to existing INFOSEC software.
3. Designs test scenarios and supports testing of new and enhanced software products.
4. Provides telephonic and on-site support (as required) to customers' worldwide operational sites.
5. Maintains documentation in accordance with customer's security requirements and practices.
6. Creates and maintains subject-matter websites and contributes technical matter data for the publication of Computer Based Training for the software products he/she develops.
7. Maintains technical supervision over other software developers.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



# Information Security (INFOSEC) Technical Specialist

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## **I. SUMMARY DESCRIPTION**

An INFOSEC Technical Specialist has specialized experience including system security analysis and implementation; design assurance or testing for INFOSEC products and systems; integration or testing for INFOSEC products and systems. Experience in heterogeneous computer networking technology and work in protocol and/or interface standards specification is recommended. General experience includes system engineering; electrical engineering, software engineering; program design and implementation; configuration management; or maintenance.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Analyzes general INFOSEC - related technical problems and provides basic engineering and technical support in solving these problems.
2. Configures test beds and conducts testing, records and analyzes results, and provides recommendations for improvements for the products/systems under test. Areas of focus include Guard, Firewall, Secure Network Server, PCMCIA format security solutions, "Smart Cards", and emerging technologies and future trends.
3. Supports the integration of INFOSEC solutions and technologies into networks with particular attention to protocols, interfaces, and system design.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



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# Information Assurance (IA) Expert

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## **I. SUMMARY DESCRIPTION**

An IA Expert develops and recommends technical solutions to support client requirements in solving intermediately complex network, platform and system security problems. Potential areas of functionality include but are not limited to: Master IA Systems Engineer, Master IA Systems Security Engineer, and Master IA Analyst. This employee has experience with information system requirements analysis, system design, implementation and testing. Able to design and develop secure command, control, security, identity management, intelligence, or communications systems or provide information system security support for such systems.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Analyze and engineer solutions based on federal and industry INFOSEC policy, doctrine, and regulations.
2. Tasking includes identity management, secure system engineering and development, biometrics, system/security requirements analysis, secure system definition, and specification development of INFOSEC policies and procedures utilizing technical and analytical skills.
3. Designs test beds for the Developmental Test & Evaluation (DT&E) of advanced INFOSEC hardware and software solutions.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) year of experience is required.



# Communications Network Specialist

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## **I. SUMMARY DESCRIPTION**

A Communications Network Specialist has specialized experience which includes protocol analysis, communication network system design and maintenance, knowledge of communication protocols such as TCP/IP, X.25, X.400, X.500, and knowledge of devices such as bridges, routers and gateways. Specialized experience also includes: supervising the operation and maintenance of communication network systems which may be mainframe, mini, or client/server based. General experience includes all aspects of communication networks planning, installation, and support.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network-related problems.
2. Provides technical expertise for performance and configuration of networks.
3. Performs general LAN/MAN/WAN administration and provides technical leadership in the integration and test of complex large scale computer integrated networks.
4. Schedules conversions and cutovers.
5. Oversees network control center/s.
6. Supervises maintenance of systems.
7. Coordinates with all responsible users and sites.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) year of experience is required.



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# Data Network Specialist

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## **I. SUMMARY DESCRIPTION**

A Data Network Specialist has specialized experience in software/hardware LAN and WAN network design and analysis.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN, and other network-related problems.
2. Provides technical expertise for performance and configuration of networks.
3. Performs general LAN/MAN/WAN administration and provides technical leadership in the integration and test of complex large scale computer integrated networks.
4. Schedules conversions and cutovers.
5. Oversees network control center.
6. Supervises maintenance of systems.
7. Coordinates with all responsible users and sites.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) and ten (10) years of experience is required. With a Bachelor's Degree, two (2) years of experience is required.



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# Network Systems Specialist

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## **I. SUMMARY DESCRIPTION**

A Network Systems Specialist has increasingly complex and progressive experience in computer system/network management including two years of specialized experience related to the task.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Supervises all personnel engaged in the operation and network operations support, including all communications equipment in large scale or multi-shift operations.
2. Assigns personnel with various projects and directs their activities, reviews and evaluates their work, and prepares performance reports.
3. Manages, confers with, and advises subordinates on administrative policies and procedures, technical problems, priorities and methods.
4. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



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# Network Administrator II

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## **I. SUMMARY DESCRIPTION**

A Network Administrator II manages the maintenance and administration of the company Wide Area Network (WAN) that includes a central server configuration in one location and five (or more) independent and subordinate server configurations in other locations. May manage a network support staff, including a lower-level Network Administrators and Help Desk personnel.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Ensures the network functions at optimal levels to include the internal network (LAN) and WAN. Familiar with standard concepts, practices, and procedures for maintaining a WAN.
2. Technical lead for the following network administration duties: System upgrades, software releases, and patches. System configuration and performance monitoring. Documents methods and procedures to access and maintain network hardware, software, communications, and security devices. Evaluates performance and effectiveness of network hardware, software, communications, and security devices. Analyze and resolve network hardware, software, communications, and security problems using diagnostic software and/or technical troubleshooting processes. Develops and maintains network disaster recovery procedures. Performs backup and recovery of network files and system configurations. Plans, designs, and deploys enterprise network system components and enhancements.
3. Hardware and software configuration management.
4. Provides technical guidance to subordinate network members and support staff.
5. Strong interpersonal skills to work and communicate with highly technical personnel. Excellent organization and communication (written and verbal) skills and the ability to meet critical deadlines and manage multiple priorities.
6. Ability to establish and maintain effective working relationships with management, subordinates, and peers.
7. Ability to effectively plan, organize, and coordinate work assignments.
8. Organized in network administration, design, and documentation approach.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) and five (5) years of experience is required.



# Network Administrator I

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## **I. SUMMARY DESCRIPTION**

A Network Administrator I works in an environment with multiple computers that are connected supporting the hardware and software that is part of the computer network. This may involve hands-on troubleshooting at individual workstations and may specialize in network security, firewalls and routers, network design, and implementation and connectivity to servers. The individual has extensive experience and ensures that computers can communicate with other computers, printers, and servers on the network, as well as the Internet and any other services, including FTP servers, virtual private networks and gateways.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Ensures the network functions at optimal levels to include the local area network (LAN) and WAN.
2. Performs server maintenance and backup.
3. Performs email administration.
4. Assigns and maintains user logon and access privileges.
5. Hard-wires jacks and workstations.
6. Protects internal users from outside threats, including hackers, viruses, spyware and malware.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) is required.



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# Functional Analyst III

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## **I. SUMMARY DESCRIPTION**

A Functional Analyst III specializes in IT system functional analysis. Must possess superior functional knowledge of task order specific requirements and have experience in developing functional requirements for complex integrated IT systems. Analyst has demonstrated the ability to work independently or under only general direction. Works on large complex projects independently. Typically works with senior management and communicates at all levels within the organization. A mentor to other functional analyst's and team members.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Analyzes user needs to determine functional and cross-functional requirements.
2. Performs functional allocation to identify required tasks and their interrelationships.
3. Identifies resources required for each task.
4. Provides daily supervision and direction to support staff.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) year of experience is required.



# Functional Analyst II

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## **I. SUMMARY DESCRIPTION**

A Functional Analyst II specializes in developing functional requirements for complex integrated IT systems. Individual has demonstrated the ability to work independently or under only general direction. Works independently but may look for guidance from a Functional Analyst III when engaged in larger more complex projects.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Analyzes user needs to determine functional and cross-functional requirements.
2. Performs functional allocation to identify required tasks and their interrelationships.
3. Identifies resources required for each task.
4. Functional responsibilities are conducted under the supervision of the Functional Analyst III.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



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# Functional Analyst I

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## **I. SUMMARY DESCRIPTION**

A Functional Analyst I performs business analysis tasks in a specific technology product and its features and functions capabilities. They are not specialists in an organization's processes or use of technology, but a specific technology independent of an organization.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Consults (internal or external) on the specific workings, features and functions of specific software, commonly COTS (commercial off the shelf) or ERP (enterprise resource management) software.
2. Identifies resources required for each task.
3. Functional responsibilities are conducted under the supervision of the Functional Analyst III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent is required.



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# Systems Analyst III

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## **I. SUMMARY DESCRIPTION**

A Systems Analyst III is knowledgeable and proficient relative to Information Technology (IT) systems. Has experience with current technologies and where required for the task, emerging technologies. Individual has managed or had significant involvement with complex or substantive information technology projects including experience in management and supervision.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Formulates and defines system scope and objectives for assigned projects.
2. Prepares detailed specifications for programs.
3. Responsible for program design, coding, testing, debugging, and documentation.
4. Has full technical knowledge and responsibility of all phases of applications systems analysis and programming.
5. Understands the business or function for which application is designed.
6. Duties also include instructing, directing, and verifying the work of other systems analysts and programming personnel.
7. Responsible for quality assurance review and for directing and monitoring the work of team members.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



# Systems Analyst II

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## **I. SUMMARY DESCRIPTION**

A Systems Analyst II has complex and progressive experience in performing systems analysis, development, and implementation for business, mathematical, engineering or scientific settings using a variety of information technology resources. Has experience with current technologies and, where required for the task, emerging technologies.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Formulates and defines system scope and objectives.
2. Prepares detailed specifications for programs.
3. Designs, codes, tests, debugs, and documents programs.
4. Works at the highest technical level of all phases of applications, systems analysis and programming activities including the installation of enhancements, security features, and analytical tools.
5. Provides guidance and training to less experienced analysts/programmers.
6. Functional responsibilities are conducted under the supervision of the Systems Analyst III.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



# Systems Analyst I

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## **I. SUMMARY DESCRIPTION**

A Systems Analyst I is an entry-level systems analyst. This individual is familiar with OOP (Object Oriented Programming) and Design Concepts, and Software Development Lifecycle (SDLC) activities. Individual is comfortable with the concepts of web-based application design and development, and thin client architecture, Web site design and development.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Participates in analysis, design, development and support of technical solutions.
2. Performs analyses and studies as directed by Systems Analysts III/II.
3. Works independently or as a member of a team.
4. Functional responsibilities are conducted under the supervision of the Systems Analyst III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent is required.



# Database Specialist III

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## **I. SUMMARY DESCRIPTION**

A Database Specialist III has specialized experience using current Database Management System's (DBMS) technologies, and application design capability using protocols. General experience includes increasing responsibilities in DBMS systems analysis and programming.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Provides highly technical expertise in the use of DBMS.
2. Evaluates and recommends available DBMS products to support validated user requirements.
3. Defines file organization, indexing methods, and security procedures for specific user applications.
4. Performs difficult and complex software engineering assignments.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



# Database Specialist II

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## **I. SUMMARY DESCRIPTION**

A Database Specialist II has experience performing activities relative to DBMS technologies, and utilizes current DBMS technologies and is familiar with application design protocols.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Works under limited supervision in performing DBMS technology activities.
5. Provides technical expertise in the use of DBMS.
6. Assists the Database Specialist I in the evaluation and recommendation of available DBMS products.
7. Supports file organization, indexing methods, and security procedure activities.
8. Performs software engineering assignments as assigned.
9. Functional responsibilities are conducted under the supervision of the Database Specialist III.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) and ten (10) years of experience is required. With a Bachelor's Degree, two (2) years of experience is required.



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# Database Specialist I

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## **I. SUMMARY DESCRIPTION**

A Database Specialist I has entry-level experience in database maintenance by planning, monitoring, and performance improvement.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Supports database performance by monitoring database performance, evaluates and resolves processing and programming problems, designs database management tools, and answers user questions.
2. Assists in the evaluation of subcontractor software activities, so as to ensure compliance with software engineering standards.
3. Updates job knowledge by attending educational opportunities, reading professional publications, maintaining personal networks, and joining professional organizations.
4. Functional responsibilities are conducted under the supervision of the Database Specialist III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) is required.



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# Quality Assurance (QA) Analyst II

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## **I. SUMMARY DESCRIPTION**

A QA Analyst II has experience of increasing complexity with the planning, organization, and control of Quality Procedures for complex Automated Information Systems (AIS) projects as well as experience with current and emerging technologies.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Responsible for development of project QA Plan and the implementation of procedures that conforms to the requirements of the contract.
2. Responsible for verifying that each functional component of the project follows a defined process which is in conformance with contractual requirements.
3. Provides reports to ProjM, line management of the organization, and the customer, as appropriate.
4. Provides an independent assessment on how the project's processes implementation is being applied relative to the defined process and recommends methods to optimize the organization's process.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



# Quality Assurance (QA) Analyst I

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## **I. SUMMARY DESCRIPTION**

A QA Analyst I has experience in the establishment and maintenance of processes for evaluation systems and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the project life cycle.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Conducts formal and informal reviews at pre-determined points throughout the development life cycle.
2. Coordinates with the QA Analyst II to ensure problem solution and user satisfaction.
3. Makes recommendations, if needed, for approval of major systems installations.
4. Assists in the preparation of milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end-user representatives.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



# Application Software Developer III

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## **I. SUMMARY DESCRIPTION**

An Application Software Developer III manages a variety of roles in the Software Development Life Cycle (SDLC) including defining project scope and objectives, gathering user requirements, defining functional specifications, technical design, software development, testing and documentation. The Application Software Developer III also play an active role in the 24x7 support of current systems.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Design/Development/Coding: Analyze and write code; design additions and modifications to logical and physical data models; build scripts to support configurations, deployments and automation; build queries to extract data from databases as needed; interpret code to assist in impact analysis.
2. Analysis: Gather and analyze requirements; evaluate and recommend software modifications and additions; create and maintain user documentation; create and maintain functional specifications, conduct and/or participate in functional and technical design reviews.
3. Production Support: Verify Application configuration and initiate trouble shooting; monitor integration processes and perform error correction; monitor system performance and conduct tuning.
4. Testing: Create test scripts; perform Quality Assurance and User Acceptance Testing
5. Project Management: Create and maintain project plans and project status reports; coordinate application deployments.
6. Client Management: Communicate with client to resolve product issues, upgrades, and evaluations.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



# Application Software Developer II

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## I. SUMMARY DESCRIPTION

An Application Software Developer II creates tests and programs applications software for computers. Identifies ideas and concepts for specific customer needs, understands coding languages and how to apply them in a way to create new, fresh content, and usable applications, and fixes any bugs that may be found in a product prior to product launch.

## II. FUNCTIONAL RESPONSIBILITIES

1. Evaluates interrelationships between programs. Considers and presents alternatives. May lead small to basic intermediate projects.
2. Analyzes performance of programs and takes action to correct deficiencies based on consultation with users and approval of supervisor.
3. Provides support and problem resolution for computer applications. Determines quickest methods of resolutions to problems and recommends/takes action. Performs troubleshooting procedures to identify problems and/or examine existing programming elements to determine specific problem area(s).
4. Confers with supervisor to discuss work processes, plans and/or actions to be taken. Receives instructions, explanations and prioritizes information. Confers with users to gain understanding of needed changes or modifications of existing programs. Determines system requirements regarding input, output and processing needs.
5. Analyzes system requirements in order to design new software or design changes/enhancements to existing software with consideration to internal/external data structures, hardware/software requirements, file structures, process logic, and integration.
6. Designs logic flow, input and output processes, and integration processes.
7. Provides documentation and backup of the systems.
8. Assists in estimating time and cost of new systems to develop quotes for customers.
9. Tests and documents modifications and writes operational instructions. Assists in writing and proofing software manuals. Provides training on software if needed.
10. Functional responsibilities are conducted under the supervision of the Application Software Developer III.

## III. MINIMUM EDUCATION/EXPERIENCE

Bachelor's Degree or equivalent and five (5) years of experience. With a Master's Degree, one (1) year of experience is required.



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# Application Software Developer I

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## **I. SUMMARY DESCRIPTION**

An Application Software Developer I is an entry-level position supporting computer design, coding, testing and software applications program troubleshooting.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Design, code, test, and troubleshoot software developed for applications and/or devices.
2. Confer with users and team members to develop, understand, and update requires for product features.
3. Write and maintain programming documentation on subjects as required including code, functionality, and software issue creation/resolution.
4. Maintain confidentiality with regard to information being processed, stored, or accessed.
5. Functional responsibilities are conducted under the supervision of the Application Software Developer III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent is required.



# Information Assurance (IA) Analyst III

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## **I. SUMMARY DESCRIPTION**

An IA Analyst III is the team lead for the support of tasking that involves the analysis of the information assurance position of communication systems and networks in support of system certification and accreditation.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Analyzes networks/systems.
2. Develops secure networks/systems.
3. Integration, testing and maintenance of the networks/systems.
4. Leads development of system IA documentation support certification of compliance to applicable standards.
5. Applies knowledge of Information Security policies and procedures to process and protect information.
6. Applies knowledge of policies, regulations, and Executive Orders in the marking, handling, and dissemination of material and information and creation and use of Security Classification Guides.
7. Applies knowledge of policy, regulations and Executive Orders in the release of U.S. Government information. Develops, participates in, and/or provides Information Security training and awareness.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



# Information Assurance (IA) Analyst II

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## **I. SUMMARY DESCRIPTION**

An IA Analyst II has intermediate experience which includes information system requirements analysis, system design, implementation, and testing. Additionally, has specialized experience in the design and development of secure command, control, security, identity management, intelligence, or communications systems or experience in providing information system security support for such systems.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Supervises and performs all IA Analyst I functions, as required.
2. Develops and recommends technical solutions to support client requirements in solving moderately complex network, platform, and system security problems.
3. Typical focus areas include analytical and engineering solutions based on federal and industry INFOSEC policy, doctrine, and regulations.
4. Responsibilities include: identity management, secure system engineering and development, biometrics, system/security requirements analysis, secure system definition, and specification development of INFOSEC policies and procedures utilizing technical and analytical skills.
5. Designs test beds for the Developmental Test & Evaluation (DT&E) of advanced INFOSEC hardware and software solutions.
6. Functional responsibilities are conducted under the supervision of the IA Analyst III.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience. With a Master's Degree, one (1) year of experience is required.



# Information Assurance (IA) Analyst I

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## **I. SUMMARY DESCRIPTION**

An IA Analyst I is responsible for a wide range of complex security issues including Certification and Accreditation, architecture analysis, and support.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Applies current technologies to the design, development, evaluation, and integration of computer systems and networks to maintain data security.
2. Performs automated security scans, using automated tools.
3. Analyzes scan results, and documents findings for products as required to successfully complete security certification testing and evaluations as appropriate.
4. Documents results of security requirements analysis, evaluations, alternatives analyses, risk assessments, and other security-related activities performed in support of project tasks and as tasked for approved project requirements.
5. Conducts gap analysis between the conceptual capability requirements and existing infrastructure. Provides analysis, feasibility assessment, and recommendations for mitigation or resolution of defined gaps.
6. Drafts documentation, such as requirements documentation, workflow process documentation, and design documentation.
7. Analyzes and assesses computer/network architecture requirements and determine optimum, cost-effective solutions.
8. Reviews and evaluates software/hardware applications to determine adherence to information assurance policies and procedures.
9. Analyzes customer requirements for applicable security disciplines. Assists in the design, engineering, integration, testing, security certification, logistics support, developing, implementing, and assessing a security program based upon the customer's requirements.
10. Functional responsibilities are conducted under the supervision of the IA Analyst III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent is required.



# Systems Architect III

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## I. SUMMARY DESCRIPTION

A Systems Architect III has senior-level experience which includes: supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF 1x, entity relationship diagrams, and other design techniques, DoDAF 2.x), object-oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

## II. FUNCTIONAL RESPONSIBILITIES

1. Provides Conducts analytic studies and/or scientific studies.
2. Performs conceptual, developmental, and planning functions for major programs.
3. Generates specifications for computer program development.
4. Develops mathematical formulations and equations.
5. Generates scientific computer programs.
6. Writes investigative reports and memoranda.
7. Coordinates and works closely with other scientific, engineering, logistics, financial, and program management disciplines in conducting analytic and/or scientific studies.
8. Identifies, collects, and analyses technical information relevant to the quality and significance of a specific research and other scientific development issues.
9. Conducts experimental investigations and complies with scientific documentation standards, system specifications and experimental procedures.
10. Prepares and presents briefings about research findings.
11. Direct customer interface for the coordination, modification, technical assistance and implementation of programs.

## III. MINIMUM EDUCATION/EXPERIENCE

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



# Systems Architect II

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## **I. SUMMARY DESCRIPTION**

A Systems Architect II has mid-level experience which includes: use of structured analysis, design methodologies and design tools (such as IDEF 1x, entity relationship diagrams, and other design techniques, DoDAF 2.x), object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Designs Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications.
2. Responsible for highly complex technical/engineering projects.
3. Coordinates the activities of systems and network engineers assigned to specific system and network engineering projects.
4. May be responsible for designing new Internet Protocol networks and/or transition planning.
5. Identifies, collects, and analyses technical information relevant to the quality and significance of a specific research and other scientific development issues.
6. Conducts experimental investigations and complies with scientific documentation standards, system specifications and experimental procedures.
7. Functional responsibilities are conducted under the supervision of the Systems Architect III.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



# Systems Architect I

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## **I. SUMMARY DESCRIPTION**

A Systems Architect I has entry-level experience with requirements development, functional analysis, design synthesis, and integration, test, and verification. Has knowledge of: Architecture frameworks, including DoDAF 2.x; functional and service oriented architectures; and system architecture tools.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Creates, evaluates, designs, plans, and documents architectures for systems.
2. Assists in the determination of the scope and purpose of a project's architecture and recommends appropriate models for implementation.
3. Gathers and solicits architecture data from documentation and stakeholders to develop required architecture models.
4. Implements as-is and to-be architecture models to reflect a system's current and future state and perform impact assessments on the architecture to determine impact of baseline changes to the overall system.
5. Analyzes existing architecture artifacts and recommended updates to deficient models or the implementation of new models.
6. Interacts with business partners and technical leads to define the scope and schedule of projects that baseline changes to the system architecture, including systems, services, and interfaces.
7. Identifies and coordinates architecture changes, including preparing baseline architecture, tracking changes, impacting assessments, and reviewing feedback and documentation.
8. Functional responsibilities are conducted under the supervision of the Systems Architect III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent is required.



# Web Architect II

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## **I. SUMMARY DESCRIPTION**

A Web Architect II has extensive and progressive experience in a computer-related field including development and design of software systems and WEB development.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Designs and builds web sites in support of Information Technology (IT) projects using a variety of graphics software applications, techniques, and tools.
2. Designs and develops user interface features, site animation, and special effects elements.
3. Contributes to the design group's efforts to enhance the look and feel of the organization's on-line offerings and is considered an expert in graphic design elements and the presentation of contents.
4. Designs the website to support the organization's strategies and goals relative to external communications.
5. Requires understanding of web-based technologies and thorough knowledge of HTML, Photoshop, Illustrator, and/or other design related applications.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



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# Web Architect I

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## **I. SUMMARY DESCRIPTION**

A Web Architect I installs and configures WWW hardware; installs and implements WWW software; designs, develops, implements, and maintains Home/WEB pages tailored to client requirements.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Utilizes and requires understanding of web-based technologies and knowledge of HTML, Photoshop, Illustrator, and/or other design related applications.
2. Monitor usage, pages browsed, time online; maintain currency with the Internet Service Providers (ISPs), e.g., CompuServe, AOL, and Traveler's capabilities and performance by tracking downtime, and online performance.
3. Remain abreast of the latest developments in software, hardware, and services provided by the ISPs and recommends upgrades/alternatives to more effectively meet client requirements.
4. Navigate databases, develop capabilities to prevent unauthorized intrusions, train users on ISP, homepage, and prepare/edit system documentation.
5. May be responsible for designing new Internet Protocol version 6 (IPv6) networks and/or planning transition from IPv4 to IPv6.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent is required.



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# Web Designer II

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## **I. SUMMARY DESCRIPTION**

A Web Designer II has experience in Web design and knowledge of the principles, methods, and techniques used in Web design.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Designs and builds Web pages using a variety of graphics software applications, techniques, and tools.
2. Designs and develops user-interface features, site animation, and special-effects elements
3. Designs the website to support the customer's strategies and goals relative to external communications
4. Contributes to the Web design group's efforts to specify, improve, and implement the look, feel, and function of online projects
5. Interfaces directly with customers, users, graphic artists, and Web software developers.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience. With a Master's Degree, one (1) year of experience is required.



# Web Designer I

---

## **I. SUMMARY DESCRIPTION**

A Web Designer I has experience in production management, Web page design, Web design languages, and Web graphics types and standards.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision making.
2. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site.
3. Locates, negotiates, and pursues content.
4. Seeks out customers to gather feedback for website improvement and enhancements.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent is required.



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# **Modeling & Simulation (M&S) Specialist III**

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## **I. SUMMARY DESCRIPTION**

A M&S Specialist III experience in complex subject-matter related to simulation models being used.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Expert in modeling and simulation functions or operations to include, but not limited to exercises, plans, coordination, demonstrations, and instruction in the fields such as, environmental, transportation, law enforcement, and security for military, and civil agencies.
2. Provides supervision and guidance on the proper operation and use of simulation models and exercises.
3. May support live, constructive, or virtual training.
4. Participates in meetings and design reviews.
5. Prepares reports on analyses, findings, and project progress.
6. Performs technical research on emerging technologies to determine impacts on application execution and; may serve as a technical task or team lead.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



# Modeling & Simulation (M&S) Specialist II

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## I. SUMMARY DESCRIPTION

A M&S Specialist II has, depending on the job assignment, knowledge of or certification in specific applications or processes that may be required in the following areas: Web technologies, design technologies, specific programming languages, authoring languages and systems, and M&S technologies, processes, and tools.

## II. FUNCTIONAL RESPONSIBILITIES

1. Participates in all phases of software development, including system design, analysis, architecture, and engineering; programs, designs, analyzes, codes, implements, and tests software applications, modules, and databases in various languages, including those associated with scientific, technical, or engineering problems.
2. Performs process analyses in order to recommend improvements; performs system, network, and/or database administration, analysis, design, implementation, and testing; and analyzes and documents client needs and requirements.
3. Provides technical support including providing technical solutions and training, and writing, modifying, and maintaining software documentation and specifications.
4. Performs a variety of testing for computer operating and/or network systems.
5. Performs data and technical analysis and information engineering; installs, configures, and troubleshoots various hardware and software platforms; may design and develop computer-based and/or multimedia courseware for customer training initiatives utilizing appropriate authoring languages, systems, animation and graphics software.
6. Functional responsibilities are conducted under the supervision of the M&S Specialist III.

## III. MINIMUM EDUCATION/EXPERIENCE

Bachelor's Degree or equivalent and five (5) years of experience. With a Master's Degree, one (1) year of experience is required.



# Modeling & Simulation (M&S) Specialist I

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## **I. SUMMARY DESCRIPTION**

A M&S Specialist I has knowledge of or certification in specific applications or processes that may be required in M&S technologies, processes, and tools.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Develop/refine detailed models. Models include stand-alone performance simulations and components incorporated into larger simulations.
2. Derive model requirements, follow simulation architecture, assess impact of modeling decisions, and develop code. Understanding of VV&A and a background in modeling and simulation preferred.
3. Functional responsibilities are conducted under the supervision of the M&S Specialist III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent is required.



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# Information Technology Engineering Series

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# Systems Engineer IV

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## **I. SUMMARY DESCRIPTION**

A Systems Engineer IV is a recognized expert in the application of engineering principles and techniques in the design, development, analysis, integration, and testing of information systems.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Reviews and analyzes information requirements and system specifications and evaluates system problems, proposing solutions to address complex technological problems.
2. Manages engineers as they design system architectures, develop and integrate hardware/software information, and develop and integrate communications systems to support client requirements and assures that present and future cross-functional requirements are effectively integrated into solutions.
3. Interfaces with senior client technical executives and performs other duties as assigned.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and fifteen (15) years of experience is required. With a Master's Degree, eleven (11) years of experience is required. With a PhD, eight (8) years of experience is required.



# Systems Engineer III

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## **I. SUMMARY DESCRIPTION**

A Systems Engineer III possesses technical expertise in the application of engineering principles and techniques to design, develop, analyze, integrate, and test information systems.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Reviews computer systems in terms of machine capabilities and man-machine interface.
2. Prepares studies and reports concerning hardware items.
3. Ensures that problems have been properly identified and addressed with a solution meeting the customer's requirements.
4. Activities include operating system architecture integration and software design, and selection of computer systems, languages, and/or equipment.
5. Reviews and analyzes information requirements and system specifications and evaluates system problems, developing solutions to address information technology challenges.
6. May supervise a team of engineers as they design system architectures, develop and/or integrate hardware/software information, and develop and integrate communications systems to support client requirements and assure that present and future cross-functional requirements are effectively integrated into solutions.
7. Interfaces with client technical representatives and performs other duties as assigned.
8. Functional capabilities are conducted under the supervision of the Systems Engineer IV.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



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# Systems Engineer II

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## **I. SUMMARY DESCRIPTION**

A Systems Engineer II has moderate experience and performs analysis, design, development, test and debugging of computer software in support of distinct product hardware (i.e., computers or other electronic/electrical devices) or technical service lines of business.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Proficient in the application of applying engineering principles and techniques in the design, development, analysis, integration, and testing of information systems.
2. Reviews and analyzes information requirements and system specifications, and evaluates system problems, developing solutions to address information technology challenges.
3. May supervise a team of engineers as they design system architectures, develop and/or integrate hardware/software information, and develop and integrate communications systems to support client requirements and assure that present and future cross-functional requirements are effectively integrated into solutions.
4. Interfaces with client technical personnel and performs other duties as assigned.
5. Functional capabilities are conducted under the supervision of the Systems Engineer IV/III.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



# Systems Engineer I

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## **I. SUMMARY DESCRIPTION**

A Systems Engineer I is an entry-level position for an individual to apply engineering principles and techniques in the design, development, analysis, integration, and testing of information systems.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Under the direct supervision of senior engineers, operates as a contributor relative to the review and analysis of information requirements and system specifications, evaluation of system problems, design of system architectures, and development and/or integration of hardware/software information and communications systems to support client requirements.
2. Interfaces with client technical personnel as directed, and performs other duties as assigned.
3. Functional responsibilities are conducted under the supervision of the Systems Engineer IV/III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent is required.



# Software Engineer III

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## **I. SUMMARY DESCRIPTION**

A Software Engineer III has comprehensive experience and knowledge of one or more platforms and operating systems, and of programming languages such as C and C++. May require knowledge of one or more systems architectures such as client/server and distributed processing.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Designs and codes software components, units, and modules that meet product specification and development schedules.
2. Tests and debugs assigned components and units.
3. Participates in large systems and subsystem planning.
4. Adheres to product build and release schedules, and strategies.
5. Acts as a technical resource for lower-level developers.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



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# Software Engineer II

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## **I. SUMMARY DESCRIPTION**

A Software Engineer II has intermediate experience and knowledge of one or more platforms and operating systems, and of programming languages such as C and C++. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Performs analysis, design, development, testing, and debugging of computer software to support of distinct product hardware (computers or other electrical/electronic device) or technical (e.g., computer) service lines of business.
2. Applies an enterprise-wide set of disciplines for the planning, analysis, design, and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise.
3. Performs process and data modeling to support of the planning and analysis efforts using both manual and automated tools.
4. Activities range from operating system architecture integration and software design to selection of computer systems, languages, and/or equipment.
5. Functional capabilities are conducted under the supervision of the Software Engineer III>

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



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# Software Engineer I

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## **I. SUMMARY DESCRIPTION**

A Software Engineer I has practical knowledge of one or more platforms, and operating systems, and of programming languages such as C and C++. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Assists in the design and coding of software product components, units, and modules according to contract specifications.
2. Participates in analysis and development of test plans.
3. Tests assigned components and units.
4. Provides test results and recommends corrections to senior engineers.
5. Functional responsibilities are conducted under the supervision of the Software Engineer III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent is required.



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# Test Engineer III

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## **I. SUMMARY DESCRIPTION**

A Test Engineer III has experience in a computer-related field including progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Provides subject matter expertise-level testing proficiency to support user requirements of complex to highly complex software/hardware applications.
2. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design, and test tools selection.
3. Manages the test design and documentation to support all applicable client, agency, or industry standards time lines and budgets.
4. Manages testing conclusions and recommendations to support test results, and ensures upper-level managers are fully informed of testing status and application deviations from documented user requirements.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



# Test Engineer II

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## **I. SUMMARY DESCRIPTION**

A Test Engineer II has experience in a computer-related field including experience in performing software testing for software hardware applications and/or systems.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for intermediately complex to complex software/hardware applications.
2. Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; and transforms test plans into test scripts and executes those scripts.
3. May participate in all phases of risk management assessment and software/hardware development under the direction of a Test Engineer I.
4. Handles proper execution of test scripts and documentation of test results in test logs or defect tracking systems.
5. Performs the test designs and documentation to support all applicable client, agency or industry standards, time lines and budgets.
6. Provides the development of test data to be used in performing the required tests.
7. Ensures testing conclusions and recommendations are fully supported by test results, and that project managers are fully informed of testing status and application deviations from documented user requirements.
8. Manages and assists with the analysis of test results, documents conclusions, and makes recommendations as supported the analysis.
9. Functional responsibilities are conducted under the supervision of the Test Engineer III.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience. With a Master's Degree, one (1) year of experience is required.



# Test Engineer I

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## **I. SUMMARY DESCRIPTION**

A Test Engineer I has entry-level knowledge in a computer-related field of performing software testing of simple to intermediately complex software hardware applications and/or systems.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Performs formal system testing activities for a particular project or subset of a larger project under supervision of more experienced test personnel.
2. May participate in support of user requirements for simple to intermediately complex software/hardware applications under the direction of a Test Engineer III/II.
3. Executes defined test cases and procedures as detailed in the test documentation.
4. Assists with the collection of data and technical information used in the development of test documentation.
5. Assists in the development of test data to be used in performing required tests.
6. Documents test results in the proper logs and/or tracking systems.
7. Participates in selected phases of risk management assessment and software/hardware development under the direction of more experienced personnel.
8. May participate in the development of test scripts and is responsible for ensuring proper execution of those test scripts. Under the direction of more experienced personnel, may be responsible for ensuring that test designs and documentation supports selected client, agency or industry standards and time lines.
9. Ensures testing conclusions and recommendations are supported by test results.
10. Responsible for or assists in the analysis of test results and documents conclusions.
11. Functional responsibilities are conducted under the supervision of the Test Engineer III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent is required.



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# Engineering IT Specialist IV

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## **I. SUMMARY DESCRIPTION**

An Engineering IT Specialist IV has extensive experience and provides expertise in design, modification, maintenance, and enhancement of automated systems and related software used in support of engineering tasking. Possesses an in-depth understanding of engineering system functional requirements, existing legacy systems, modernization requirements, and current IT and software methodologies and practice testing for complex to highly complex software hardware applications and/or systems.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Provides subject matter expertise-level testing proficiency in the support of user requirements of complex to highly complex software/hardware applications.
2. Supports inherent software and IT requirements tasking.
3. Provides automated solutions in support of engineering tasks.
4. Coordinates with program managers and clients to determine IT requirements to support specific engineering functions.
5. Provides interface to existing legacy systems to gather/provide needed engineering information and data.
6. Provides training on enhancements, maintenance and operation of automated systems.
7. May perform other duties as assigned.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) and ten (10) years of experience is required. With a Bachelor's Degree, seven (7) years of experience is required.



# Engineering IT Specialist III

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## I. SUMMARY DESCRIPTION

An Engineering IT Specialist III has advanced experience and provides expertise in design, modification, maintenance and enhancement of automated systems and related software used in support of engineering tasking. Possesses an understanding of engineering system functional requirements, existing legacy systems, modernization requirements, and current IT and software methodologies and practice testing for complex to highly complex software hardware applications and/or systems.

## II. FUNCTIONAL RESPONSIBILITIES

1. Provides advanced-level testing proficiency in the support of user requirements of complex to highly complex software/hardware applications.
2. Supports inherent software and IT requirements tasking.
3. Provides automated solutions in support of engineering tasks.
4. Coordinates with program managers and clients to determine IT requirements to support specific engineering functions.
5. Provides interface to existing legacy systems to gather/provide needed engineering information and data.
6. Provides training on enhancements, maintenance and operation of automated systems.
7. May perform other duties as assigned.
8. Functional responsibilities are conducted under the supervision of the Engineering IT Specialist IV.

## III. MINIMUM EDUCATION/EXPERIENCE

High School Diploma or General Equivalency Diploma (GED) and ten (10) years of experience is required. With a Bachelor's Degree, two (2) years of experience is required.



# Engineering IT Specialist II

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## **I. SUMMARY DESCRIPTION**

An Engineering IT Specialist II has intermediate experience and provides expertise in design, modification, maintenance and enhancement of automated systems and related software used in support of engineering tasking. Possesses an understanding of engineering system functional requirements, existing legacy systems, modernization requirements, and current IT and software methodologies and practice testing for complex to highly complex software hardware applications and/or systems.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Possesses intermediate-level testing proficiency in the support of user requirements of complex to highly complex software/hardware applications.
2. Supports inherent software and IT requirements tasking.
3. Provides automated solutions in support of engineering tasks.
4. Coordinates with program managers and clients to determine IT requirements to support specific engineering functions.
5. Provides interface to existing legacy systems to gather/provide needed engineering information and data.
6. Provides training on enhancements, maintenance and operation of automated systems.
7. May perform other duties as assigned.
8. Functional responsibilities are conducted under the supervision of the Engineering IT Specialist IV/III.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) and five (5) years experience is required.



# Engineering IT Specialist I

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## **I. SUMMARY DESCRIPTION**

An Engineering IT Specialist I has entry-level experience and provides support in the design, modification, maintenance, and enhancement of automated systems and related software used in support of engineering tasking.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Supports inherent software and IT requirements tasking.
2. Provides automated solutions to support of engineering tasks.
3. Assists project managers and clients to determine IT requirements to support specific engineering functions.
4. Provides interface to existing legacy systems to gather/provide needed engineering information and data.
5. Assists in the development of training enhancements, maintenance and operation of automated systems.
6. May perform other duties as assigned.
7. Functional responsibilities are conducted under the supervision of the Engineering IT Specialist IV/III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) is required..



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# **Administrative Support Series**

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# Administrative Support Specialist III

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## **I. SUMMARY DESCRIPTION**

An Administrative Support Specialist III possesses proficient experience in the provision of administrative support to program managers or project managers.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Performs tasks according to the standard operating procedures, guidance, and manuals specific to the tasks, functions, systems or office equipment as assigned.
2. May prepare and manage written correspondence, maintaining records and distributing information, operating office machines (copiers, printers, faxes, scanners, etc.) maintaining and accounting for office supplies, answering and routing calls, distributing mail and messages, maintaining schedules and calendars, coordinating meetings, assisting visitors, and performing related administrative and clerical support.
3. May use word processing systems on a personal computer to produce a variety of text documents such as correspondence and memos.
4. Recognizes and refers problems to an immediate supervisor.
5. Works under the supervision of a Task Order Manager.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) and ten (10) years of experience is required. With a Bachelor's Degree, two (2) years of experience is required.



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# **Administrative Support Specialist II**

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## **I. SUMMARY DESCRIPTION**

An Administrative Support Specialist II possesses demonstrated experience in the provision of administrative support to staff.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Provides project support services for a broad range of activities, to include but not limited to clerical support services, illustrating/graphics support, posting and reviewing accounting or financial information.
2. Responds to customer requests via phone or email.
3. Prepares training materials and technical publications editing support.
4. Generally works under close direct supervision from others and may be asked to perform other duties as assigned.
5. Functional responsibilities are conducted under the supervision of the Administrative Support Specialist III.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) and five (5) years experience is required.



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# Administrative Support Specialist I

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## **I. SUMMARY DESCRIPTION**

An Administrative Support Specialist I possesses entry-level experience in the provision of administrative support to staff.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Provides routine administrative and/or clerical duties.
2. Answers and redirects calls as necessary.
3. Greets and escorts visitors.
4. Schedules meetings.
5. Responds to mail.
6. Functional responsibilities are conducted under the supervision of the Administrative Support Specialist III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) is required.



# Instructor II

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## I. SUMMARY DESCRIPTION

An Instructor II possesses thorough knowledge of the principles, methods, and techniques used in the design, development, testing, and implementation of computer-based training programs; knowledge of relevant hardware/software and computer equipment as required. The individual is able to present training programs and evaluate effectiveness of training and serve as a team or task lead.

## II. FUNCTIONAL RESPONSIBILITIES

1. Designs and develops instructional approaches and/or strategies to meet training requirements.
2. Conducts analysis of training requirements and media requirements.
3. Develops appropriate training objectives and test methods and designs instructionally valid training materials.
4. Ensures integrity of task analysis, training requirements, training hierarchies, instructional materials, and evaluation plans.
5. Designs and develops computer-based training, web-based training, electronic performance support systems, and other technology-based learning solutions.
6. Develops flow diagrams and story boards.
7. Designs instructionally sound lessons in a variety of delivery media.
8. Interacts with customer and subject matter experts to ensure technical accuracy of instructional content.
9. Provides guidance and work leadership to lower-level personnel.

## III. MINIMUM EDUCATION/EXPERIENCE

Bachelor's Degree or equivalent and ten (10) years of experience is required. With a Master's Degree, six (6) years of experience is required. With a PhD, three (3) years of experience is required.



# Instructor I

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## **I. SUMMARY DESCRIPTION**

An Instructor I is a specialist whose responsibilities include instructing individuals or groups in computer applications, desktop publishing programs, spreadsheets and computer software in a network systems environment. The individual has directly related experience in the design and development of training programs. Also has knowledge of the principles, methods, and techniques used in the design and development of computer-based training programs as well as relevant hardware/software and computer equipment as required.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Designs training objectives.
2. Develops computer-based training programs for assigned software.
3. Designs courseware and structures training classes.
4. Creates lesson text. Provides documentation for software training; designs program authoring systems. Creates final version of training programs.
5. Presents training programs to users.
6. Designs program flowcharts.
7. Assesses group or individual instructional requirements.
8. Plans, researches and prepares instructional lessons.
9. Promotes courses and conducts exams.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



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## **Project Control Specialist II**

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### **I. SUMMARY DESCRIPTION**

A Project Control Specialist II displays demonstrated effective organizational skills and knowledge of word processing, spreadsheet, and/or other pertinent software applications.

### **II. FUNCTIONAL RESPONSIBILITIES**

1. Directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting.
2. Responsible for management, performance and completion of projects associated with a contract program.
3. Collects and evaluates data for monitoring development and life-cycle requirements of various programs and systems.
4. Creates program cost estimates to support program cost/schedule/technique audits or to generate budget submissions.
5. Uses computer programs and models to track program data.
6. Maintains contact with customer to ensure conformance to customer requirements.

### **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) and ten (10) years of experience is required. With a Bachelor's Degree, two (2) years of experience is required.



# Project Control Specialist I

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## **I. SUMMARY DESCRIPTION**

A Project Control Specialist I has intermediate experience which includes: general accounting or management activities, preparation and analysis of financial statements and the development of project schedules.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting.
2. Performs simpler evaluations of existing procedures, processes, and techniques, models, and/or systems- related to management problems or contractual issues, which may require a report and recommends solutions.
3. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED), and five (5) years of general experience is required.



# Data Entry Specialist II

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## **I. SUMMARY DESCRIPTION**

A Data Entry Specialist II is responsible for entering information into computers as well and performing other administrative duties. Individual may proofread information for accuracy as well and update data as information changes.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Provides documentation planning and support, project administration, general office support, entering data into database management computer systems for various functional areas to include web usage, GIS applications, patient appointing, medical coding/auditing, medical billing, referral management, medical transcription, etc.
2. Assists in the design and preparation of technical reports and related documentation.
3. Assists in the preparation and presentations and briefings as required by the task order.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) and five (5) years of experience is required.



# Data Entry Specialist I

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## **I. SUMMARY DESCRIPTION**

A Data Entry Specialist I is responsible for entering information into computers as well and performing other administrative duties. Individual may proofread information for accuracy as well and update data as information changes.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device.
2. Verifies data entered, where applicable.
3. Updates data, as needed.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) is required.



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# Document Control Specialist

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## **I. SUMMARY DESCRIPTION**

A Data Control Specialist has specialized experience which includes: preparing technical documentation, which is to include researching for applicable Government and industry documentation standards. Possesses general experience with a demonstrated ability to work independently or under only general direction and may include technical writing as well.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Gathers, analyzes, and composes technical information.
2. Conducts research and ensures the use of proper technical terminology.
3. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) is required.



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# Help Desk Specialist III

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## **I. SUMMARY DESCRIPTION**

A Help Desk Specialist III has an extensive level of experience which includes: knowledge of PC/MAC operating systems, (e.g., DOS, Windows, etc.), as well as networking, and mail standards, and work on a help desk support. General experience includes information systems development and other work in the client/server field, or related fields. Individual has demonstrated the ability to Communicates orally and in writing with and possesses a positive customer service attitude.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Manages the staff that supports users for phone and in-person support in the areas of email, business desktop applications, and other network services.
2. Can develop and support Service Level Agreements (SLAs) successfully.
3. Manages personnel who serve as the first point of contact for troubleshooting PC hardware and software problems, printing problems, and basic network problems.
4. Acts as the client's point of contact.

## **III. MINIMUM EDUCATION/EXPERIENCE**

Bachelor's Degree or equivalent and five (5) years of experience is required. With a Master's Degree, one (1) year of experience is required.



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## **Help Desk Specialist II**

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### **I. SUMMARY DESCRIPTION**

A Help Desk Specialist II communicates orally and in writing and possesses a positive customer service attitude with general experience in information systems development and other work in the client/server field, or related fields.

### **II. FUNCTIONAL RESPONSIBILITIES**

1. Logs and prioritizes calls, tracks technicians, and provides reports as required regarding compliance with Service Level Agreements (SLAs).
2. Provides phone and in-person support to users for e-mail, directories, standard Windows/MAC desktop applications, and applications developed under this contract or predecessors.
3. Serves as a point of contact for troubleshooting hardware/software PC and printer problems.
4. Functional responsibilities are conducted under the supervision of Help Desk Specialist III.

### **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) and ten (10) years of experience is required. With a Bachelor's Degree, two (2) years of experience is required.



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# Help Desk Specialist I

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## **I. SUMMARY DESCRIPTION**

A Help Desk Specialist I communicates orally and in writing and with a positive customer service attitude.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Represents the initial customer points of contact for trouble ticket reporting, system and network troubleshooting, and interfaces with customers via telephone and/or email for problem resolution.
2. Works under the direct supervision of others and performs other duties as assigned.
3. Functional responsibilities are conducted under the supervision of Help Desk Specialist III/II.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED), and five (5) years experience is required.



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# Database Technician

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## **I. SUMMARY DESCRIPTION**

A Database Technician performs as an entry level functional area individual for application and operational environments, possesses knowledge of computer systems, and has the ability to analyze complex problems to satisfy requirements. Possesses the ability to assume increasing responsibilities in the functional area activities and is knowledgeable of application functional standards and provides general technical support.

## **II. FUNCTIONAL RESPONSIBILITIES**

1. Provides technical knowledge and analysis of specialized applications and operational environments, and advice on problems which require knowledge of the subject matter for effective solutions.
2. Applies principles, methods, and knowledge of the functional area of expertise to specific task requirements. Designs and prepares technical reports and related documentation. Prepares presentations and briefings as required.
3. Responsibility includes coordinating and managing new functional area system upgrades and entering data into database management systems for various functional areas to include providing documentation planning and support, project administration, general office support, client appointments, recruiting activities and proposal team support. Works independently under minimal supervision.

## **III. MINIMUM EDUCATION/EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) is required.