



FEDERAL SUPPLY SERVICE

AUTHORIZED FEDERAL SUPPLY SERVICE SCHEDULE PRICE LIST

***Multiple Award Schedule (MAS)***

***Industrial Group: Information Technology and Miscellaneous***

**The Ravens Group, Inc.**

4640 Forbes Boulevard, Suite 300 • Lanham, MD 20706

Telephone: (301) 577-8585 • Fax: (301) 577-9097

<http://www.theravensgroup.com>

**Contract Number: 47QTCA18D004P**

**Contract Period: December 28, 2017 thru December 27, 2022**

Business Size: Small

**#PS-A821 effective June 15, 2020**

**POINT OF CONTACT**

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

*For more information on ordering from Federal Supply Schedule click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).*

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## SECTION 1

### **ABOUT THE RAVENS GROUP, INC.**

The Ravens Group, Inc. is a Center for Veterans Enterprise verified Service Disabled Veteran Owned Small Business. Established in 2001, The Ravens Group's core competencies include Professional Services, Managed Solutions and Business Process Improvement. The Ravens Group's mission is to provide world class solutions and to manage complex programs with a commitment to excellence and superior customer service.

The Ravens Group was founded by LTG (Ret) Joe N. Ballard, former Chief of the U.S. Army Corps of Engineers. General Ballard is now the President and CEO of the company. The Ravens Group specializes in providing unique, customized solutions for clients nationwide.

## **SECTION 2: ORDERING INSTRUCTIONS/TERMS AND CONDITIONS**

1a. Table of Awarded Special Item Number(s)

SIN	SIN Title
54151S	Information Technology Professional Services
ANCILLARY	Ancillary Supplies and Services
OLM	Order-Level Materials

- 1b. Labor Categories available for each SIN are listed and described in Section 4 of this Schedule's pricelist.
- 1c. Prices for each labor category for the base year are listed in Section 3 of this Schedule's pricelist
2. Maximum Order: SIN 54151S: \$500,000  
SIN ANCILLARY: \$250,000
3. Minimum Order: \$100.00
4. Geographic Coverage (delivery Area): Worldwide
5. Point(s) of production (city, county, and state or foreign country): Same as company address
6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).
7. Quantity discounts: 1% for task order with contract value exceeding \$5 Million per year
8. Prompt payment terms. Information for ordering offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. Net 30
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Will not accept
10. Foreign items (list items by country of origin): None
- 11a. Time of Delivery: As negotiated between ordering agency and contractor
- 11b. Expedited Delivery: N/A

- 11c. Overnight and 2-day delivery: N/A
- 11d. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
12. F.O.B Points(s): Destination
- 13a. Ordering Address: Same as Contractor
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address: Same as company address
15. Warranty provision: Contractor's standard commercial warranty.
16. Export Packing Charges (if applicable): N/A
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): N/A
18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A
19. Terms and conditions of installation (if applicable): N/A
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A
- 20a. Terms and conditions for any other services (if applicable): N/A
21. List of service and distribution points (if applicable): N/A
22. List of participating dealers (if applicable): N/A
23. Preventive maintenance (if applicable): N/A
- 24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov](http://www.Section508.gov). N/A

25. Data Universal Numbering System (DUNS) number: 013778225

26. Notification regarding registration in System for Award Management (SAM) database. Contractor is registered and active in SAM.

### SECTION 3: PRICE LIST

The Ravens Group, Inc. awarded labor categories and prices are listed below. The awarded prices include the required .75% Industrial Funding Fee (IFF).

SIN(s)	SERVICE PROPOSED (e.g. Job Title/Task)	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
ANCILLARY	<i>Acquisition Program Analyst, Jr.</i>	52.53	54.11	55.73	57.40	59.12
ANCILLARY	<i>Acquisition Program Analyst, Sr.</i>	66.47	68.46	70.51	72.63	74.81
ANCILLARY	<i>Acquisition Specialist</i>	81.37	83.81	86.32	88.91	91.58
ANCILLARY	<i>Administrative Assistant, Jr.</i>	60.53	62.35	64.22	66.15	68.13
ANCILLARY	<i>Administrative Assistant, Sr.</i>	62.68	64.56	66.50	68.50	70.56
ANCILLARY	<i>Administrative Support Specialist, Jr.</i>	52.81	54.39	56.02	57.70	59.43
ANCILLARY	<i>Administrative Support Specialist, Mid</i>	53.57	55.18	56.84	58.55	60.31
ANCILLARY	<i>Administrative Support Specialist, Sr.</i>	55.53	57.20	58.92	60.69	62.51
ANCILLARY	<i>Assistant Program Manager, Jr.</i>	124.61	128.35	132.20	136.17	140.26
ANCILLARY	<i>Assistant Program Manager, Sr.</i>	128.47	132.32	136.29	140.38	144.59
ANCILLARY	<i>Communications Editor</i>	94.01	96.83	99.73	102.72	105.80
ANCILLARY	<i>Education &amp; Instruction Specialist</i>	53.02	54.61	56.25	57.94	59.68
ANCILLARY	<i>E-learning Producer</i>	75.14	77.39	79.71	82.10	84.56
ANCILLARY	<i>Financial Management/Budget Analyst, Jr.</i>	46.82	48.22	49.67	51.16	52.69
ANCILLARY	<i>Financial Management/Budget Analyst, Sr.</i>	68.37	70.42	72.53	74.71	76.95
ANCILLARY	<i>General Clerk/Data Entry, Jr.</i>	35.70	36.77	37.87	39.01	40.18
ANCILLARY	<i>General Clerk/Data Entry, Mid</i>	37.42	38.54	39.70	40.89	42.12
ANCILLARY	<i>General Clerk/Data Entry, Sr.</i>	40.33	41.54	42.79	44.07	45.39
ANCILLARY	<i>Graphic Designer</i>	46.58	47.98	49.42	50.90	52.43
ANCILLARY	<i>Information Assurance Analyst</i>	66.99	69.00	71.07	73.20	75.40

ANCILLARY	<i>Instructional Designer, Jr.</i>	77.03	79.34	81.72	84.17	86.70
ANCILLARY	<i>Instructional Designer, Sr.</i>	94.54	97.38	100.30	103.31	106.41
ANCILLARY	<i>IT Specialist, Jr.</i>	56.85	58.56	60.32	62.13	63.99
ANCILLARY	<i>IT Specialist, Mid</i>	56.97	58.68	60.44	62.25	64.12
ANCILLARY	<i>IT Specialist, Sr.</i>	112.25	115.62	119.09	122.66	126.34
ANCILLARY	<i>Librarian</i>	57.83	59.56	61.35	63.19	65.09
ANCILLARY	<i>Multimedia Programmer</i>	74.38	76.61	78.91	81.28	83.72
ANCILLARY	<i>Policy Analyst</i>	113.19	116.59	120.09	123.69	127.40
ANCILLARY	<i>Program Analyst I</i>	57.45	59.17	60.95	62.78	64.66
ANCILLARY	<i>Program Analyst II</i>	65.60	67.57	69.60	71.69	73.84
ANCILLARY	<i>Program Analyst III</i>	74.60	76.84	79.15	81.52	83.97
ANCILLARY	<i>Program Analyst IV</i>	76.30	78.59	80.95	83.38	85.88
ANCILLARY	<i>Program Analyst V</i>	85.37	87.93	90.57	93.29	96.09
ANCILLARY	<i>Program Analyst VI</i>	88.75	91.41	94.15	96.97	99.88
ANCILLARY	<i>Program Manager, Jr.</i>	140.55	144.77	149.11	153.58	158.19
ANCILLARY	<i>Program Manager, Mid</i>	144.19	148.52	152.98	157.57	162.30
ANCILLARY	<i>Program Manager, Sr.</i>	148.65	153.11	157.70	162.43	167.30
ANCILLARY	<i>Project Manager I</i>	60.32	62.13	63.99	65.91	67.89
ANCILLARY	<i>Project Manager II</i>	84.96	87.51	90.14	92.84	95.63
ANCILLARY	<i>Project Manager III</i>	96.19	99.08	102.05	105.11	108.26
ANCILLARY	<i>Project Manager IV</i>	100.05	103.05	106.14	109.32	112.60
ANCILLARY	<i>Project Manager V</i>	135.36	139.42	143.60	147.91	152.35
ANCILLARY	<i>Project Manager VI</i>	139.57	143.76	148.07	152.51	157.09
ANCILLARY	<i>Requirements Analyst, Jr.</i>	60.42	62.23	64.10	66.02	68.00
ANCILLARY	<i>Requirements Analyst, Sr.</i>	78.69	81.05	83.48	85.98	88.56
ANCILLARY	<i>Research Assistant, Jr.</i>	34.78	35.82	36.89	38.00	39.14
ANCILLARY	<i>Research Assistant, Mid</i>	47.06	48.47	49.92	51.42	52.96
ANCILLARY	<i>Research Assistant, Sr.</i>	49.33	50.81	52.33	53.90	55.52
ANCILLARY	<i>Scientific Reviewer</i>	84.87	87.42	90.04	92.74	95.52
ANCILLARY	<i>Security Support Specialist</i>	53.33	54.93	56.58	58.28	60.03
ANCILLARY	<i>Solution Support Consultant</i>	63.20	65.10	67.05	69.06	71.13
ANCILLARY	<i>Strategic Planner</i>	82.19	84.66	87.20	89.82	92.51
ANCILLARY	<i>Subject Matter Expert I</i>	125.34	129.10	132.97	136.96	141.07
ANCILLARY	<i>Subject Matter Expert II</i>	139.20	143.38	147.68	152.11	156.67

ANCILLARY	<i>Subject Matter Expert III</i>	143.52	147.83	152.26	156.83	161.53
ANCILLARY	<i>Subject Matter Expert IV</i>	147.83	152.26	156.83	161.53	166.38
ANCILLARY	<i>Subject Matter Expert V</i>	217.13	223.64	230.35	237.26	244.38
ANCILLARY	<i>Technical Writer, Jr.</i>	46.77	48.17	49.62	51.11	52.64
ANCILLARY	<i>Technical Writer, Mid</i>	78.78	81.14	83.57	86.08	88.66
ANCILLARY	<i>Technical Writer, Sr.</i>	92.65	95.43	98.29	101.24	104.28
ANCILLARY	<i>Technology Research Consultant</i>	93.73	96.54	99.44	102.42	105.49
ANCILLARY	<i>Threat Intelligence Analyst</i>	82.03	84.49	87.02	89.63	92.32
ANCILLARY	<i>Trainer</i>	58.40	60.15	61.95	63.81	65.72
ANCILLARY	<i>Training Specialist I</i>	59.08	60.85	62.68	64.56	66.50
ANCILLARY	<i>Training Specialist II</i>	60.70	62.52	64.40	66.33	68.32
ANCILLARY	<i>Training Specialist III</i>	61.96	63.82	65.73	67.70	69.73
ANCILLARY	<i>Training Specialist IV</i>	78.55	80.91	83.34	85.84	88.42
ANCILLARY	<i>Training Specialist V</i>	83.20	85.70	88.27	90.92	93.65
ANCILLARY	<i>Web Content Developer, Jr.</i>	52.20	53.77	55.38	57.04	58.75
ANCILLARY	<i>Web Content Developer, Sr.</i>	95.25	98.11	101.05	104.08	107.20
54151S	<i>Administrative Assistant, Jr.</i>	60.53	62.35	64.22	66.15	68.13
54151S	<i>Administrative Assistant, Sr.</i>	62.68	64.56	66.50	68.50	70.56
54151S	<i>Administrative Support Specialist, Jr.</i>	52.81	54.39	56.02	57.70	59.43
54151S	<i>Administrative Support Specialist, Mid</i>	53.57	55.18	56.84	58.55	60.31
54151S	<i>Administrative Support Specialist, Sr.</i>	55.53	57.20	58.92	60.69	62.51
54151S	<i>General Clerk/Data Entry, Jr.</i>	35.70	36.77	37.87	39.01	40.18
54151S	<i>General Clerk/Data Entry, Mid</i>	37.42	38.54	39.70	40.89	42.12
54151S	<i>General Clerk/Data Entry, Sr.</i>	40.33	41.54	42.79	44.07	45.39
54151S	<i>Research Assistant, Jr.</i>	34.78	35.82	36.89	38.00	39.14
54151S	<i>Research Assistant, Mid</i>	47.06	48.47	49.92	51.42	52.96
54151S	<i>Research Assistant, Sr.</i>	49.33	50.81	52.33	53.90	55.52

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



establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

**SECTION 4: LABOR CATEGORY DESCRIPTIONS**

**SINs: 54151S AND ANCILLARY**

*Education and experience may be substituted for each other. Each year of relevant experience may be substituted for 1 year of education, and vice versa. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education with the written approval of the ordering activity.*

Degree	Experience Equivalence*	Other Equivalence
Associate's	1 year relevant experience	Vocational or technical training in work-related field
Bachelor's	Associate's degree + 2 years relevant experience, or 4 years relevant experience	Professional certification
Master's	Bachelor's + 2 years relevant experience, or Associate's + 4 years relevant experience	Professional license
Doctorate	Master's + 2 years relevant experience, or Bachelor's + 4 years relevant experience	Successful completion of each year of higher education that has not yet resulted in a degree may be counted 1-for-1 for a year of experience.

**Acquisition Program Analyst Jr., Sr.**

Services performed include, but are not limited to, applying management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine solutions based on client requirements with an IT services/solutions-based scope. Analyzes operational activities to obtain a quantitative, 27 rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of systems and projects. Creates project plans to achieve performance-based objectives, enhancing implementation, systems and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. Senior staff manages, plans,

and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

*Education and Experience*

*Level 1 - Bachelor's Degree and a minimum of 4 years of experience*

*Level 2 - Bachelor's Degree and a minimum of 6 years of experience*

**Acquisition Specialist**

Provides a broad range of back office services. Oversees the technology purchasing function. Plans and coordinates IT related equipment installations, moves, additions, and changes. Manages purchasing processes such as placing orders, tracking orders, and reconciling invoices. Plans, organizes, and coordinates all technology purchasing efforts. Establishes and maintains system for moving assets as they are distributed. Provides support in the areas of budget, billing, reporting, and financial management for IT initiatives. May support recruiting, benefits administration, and employee performance measurement programs

*Education and Experience*

*Level 1 - Bachelor's Degree and a minimum of 4 years of experience*

**Administrative Assistant, Jr., Sr.**

Services performed include, but are not limited to, staff support services. Assists in budget preparation and financial control activities. Assists in the preparation of presentations and control of records, statistics, and reports regarding operations, financial tracking, and personnel changes using various databases and programs. Assists in the development of reports and presentations using software packages for word processing, spreadsheets, database, desktop publishing and graphics. Composes, prepares, edits and proofreads letters, reports and other correspondence. Administers client- specific programs, projects, and/or processes. Serves as liaison regarding administrative issues related to purchasing, personnel, facilities, and operations. Coordinates meetings and appointments between program manager, client, and external-parties. Resolves questions and problems and refers the most complex issues to higher levels. In general, work complexity and responsibility will be greater at higher levels. Education and Experience

*Level 1 - High School Diploma and a minimum of 1 years of experience*

*Level 2 – High School Diploma and a minimum of 5 years of experience*

**Administrative Support Specialist, Jr., Mid, Sr.**

Performs secretarial work under general supervision. Types and proofreads. Maintains filing system. Answers telephones and routine requests, schedules meetings, mail distribution, and makes travel arrangements.

*Level 1 - High School Diploma and a minimum of 1 years of experience*

*Level 2 – High School Diploma and a minimum of 3 years of experience*

*Level 3 - Associate's Degree and a minimum of 4 or more years of experience*

**Assistant Program Manager, Jr., Sr.**

Manages contract support operations for complex, mission-critical, and strategic programs which may involve multiple projects and groups of personnel at multiple locations. Utilizes

proven leadership skills to organize, direct, and deploy resources with broad technical, business, and industry expertise. Oversees program budget, schedules and all aspect of financial management of the program. Effectively manages funds, personnel, production standards, and resources (equipment and facilities) and ensures quality and timely delivery of all contractual items. Serves as focal point of contract with client regarding all program activities. In general, work complexity and responsibility will be greater at higher levels.

*Education and Experience*

*Level 1 - Bachelor's Degree and a minimum of 8 years of experience*

*Level 2 - Bachelor's Degree and a minimum of 10 years of experience*

**Communications Editor**

Writes, prepares, and/or reviews articles and other media. Coordinates the preparation of publications and articles with various departments. Confirms facts and artwork including printer of typeface, size of type and measure of line and gives final approval. Makes sure all work follows editorial policies and standards. May guide and train low-level communications editor. A specialist on complex technical and business matters. Work is highly independent. May assume a team lead role for the work group.

*Education and Experience*

*Bachelor's degree and 7 years' experience*

**Education & Instruction Specialist**

Conducts the research necessary to develop and revise training courses. Prepares instructor materials, student materials course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, and seminars. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement.

*Education and Experience*

*Bachelor's degree and 3 years' experience*

**E-learning Producer**

Performs tasks requiring use of IT solutions to advance the organization's goals by creating web-based training and online performance support. Guides and manages projects from inception to delivery. Identifies course objectives in collaboration with Program and Project Managers. Develops course format, exercises, and testing in collaboration with Subject Matter Experts. Organizes course into storyboards and scripts using best instructional design practices. Produces & edits courses using A/V production software. Gathers user feedback and incorporates improvements into content. Supports standards testing required prior to publishing course content in training and/or content management systems.

*Education and Experience*

*Associate's degree and 4 years' experience*

### **Financial Management/Budget Analyst, Jr., Sr.**

Analyzes the organization's accounting records to determine financial resources required. Plans, analyzes, and prepares the organization's budget according to previous budget figures and estimated revenue. Makes recommendations for budget allocations to ensure conformance to budgetary limits. Maintains records and analyzes the difference between actual operating figures and estimated budget. Reviews operating budgets periodically to analyze trends affecting budget needs. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

#### *Education and Experience*

*Level 1 – Bachelor's degree and 4 years' experience*

*Level 2 – Bachelor's degree and 7 years' experience*

### **General Clerk/Data Entry, Jr., Mid, Sr.**

Prepares source data for computer entry by compiling and sorting information; establishing entry priorities. Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution. Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format. Maintains data entry requirements by following data program techniques and procedures. Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data. Tests customer and account system changes and upgrades by inputting new data; reviewing output. Secures information by completing data base backups. Maintains operations by following policies and procedures; reporting needed changes. Maintains customer confidence and protects operations by keeping information confidential. Contributes to team effort by accomplishing related results as needed.

#### *Education and Experience*

*Level 1 – High school diploma and up to 1 year experience*

*Level 2 – High school diploma and 3 years' experience*

*Level 3 – High school diploma and 5 years' experience*

### **Graphic Designer**

Creates publication cover designs, hand drawn, and computer-generated illustrations and graphics including tables, charts, logos and other artwork. Performs page layout for technical documents, newsletters, brochures, posters and other types of documents. Produces camera-ready copy in hard copy and/or electronic format for printing. Produces graphic art and visual materials for promotions, advertisements, films, presentations, packaging, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs.

#### *Education and Experience*

*Associate's degree and 3 years related experience*

### **Information Assurance Analyst**

Services performed include, but are not limited to, designing, developing, engineering, and implementing integrated security system solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems; tests security products and systems to detect security weakness. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans. Duties include architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software. Performs duties on tasks that require expertise in firewall, cyber, cloud computing, implementation/configuration, physical security analysis of facilities, security assessment/risk analysis, security design of local area networks and wide area networks, security analysis of network operating systems and applications, continuity of operations, planning, policy development and disaster recovery. In general, work complexity and responsibility will be greater at higher levels.

#### *Education and Experience*

*Bachelor's degree and 5 years related experience*

### **Instructional Designer, Jr., Sr.**

Performs tasks related to development of new or modification of existing courseware and performance support tools. Determines learning objectives and task learning relationships, clusters learning events, organizes course content, and develops instruction design plans. Analyzes learning problems, selects teaching strategies using appropriate models, and develops formative evaluation plans using this information. Identifies training needs, presents recommendations, and delivers learning solutions to address performance gaps. Leverages instructional design and performance improvement processes to analyze, design, develop, implement and evaluate instructional material and performance improvement programs. Works with key stakeholders and subject matter experts to design and develop training interventions that incorporate best practices in behavioral and cognitive sciences to effectively address business and performance objectives.

#### *Education and Experience*

*Level 1 – Bachelor's degree and 5 years' experience*

*Level 2 – Bachelor's degree and 8 years' experience*

### **IT Specialist Jr., Mid, Sr.**

Services performed include, but are not limited to, specialized technical tasks in support of business operations and management of the IT infrastructure, including IT administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, facilities, and help desk support. Assists in monitoring and responding to technical, hardware, software, and systems problems utilizing various tools and techniques. Assists in identifying and diagnosing problems and factors affecting performance in accordance with operating procedures and guidelines. Performs surveillance, testing, analysis, and maintenance of components. Responds to trouble calls

and escalates problems following established protocol. Tracks problem resolution to completion. In general, work complexity and responsibility will be greater at higher levels.

*Education and Experience*

*Level 1 – High School Diploma and a minimum of 3 years of experience*

*Level 2 – Associate's degree or 1 year Technical Training and a minimum of 4 years of experience*

*Level 3 – Bachelor's degree and a minimum of 4 years of experience*

**Librarian**

Maintains a library's digital and printed collection of books, serials, documents, audiovisuals, or other materials, and assists groups and individuals in locating, obtaining and using materials. Responsible for the library's open source projects and procures licenses for digital content.

*Experience and Education*

*Associate's degree and a minimum of 5 years' experience*

**Multimedia Programmer**

Performs tasks related to the development and maintenance of any web-based infrastructure, virtual training materials and performance support tools. Uses all media appropriate to present information and analyze results of interactions or performance. Updates development team's knowledge of emerging industry or technology trends to support design specifications for training and performance support, recommends approaches or changes to current approaches to the multimedia environment, and troubleshoots issues with computer or information systems during key stakeholder and subject matter expert review. Provides test scenarios for verification of new content. Per specifications, updates website content, provides analysis for given metrics and trends, verifies solutions to requirements, tests website performance, and participates in review events.

*Education and Experience*

*Bachelor's Degree and a minimum of 4 years of experience*

**Policy Analyst**

Guides the development and management of policies and projects and organizations that are concerned with these policies. Work with existing policies to update them and make them relevant for those sectors that they effect. Compile and present information regarding policy issues to governments and policy makers in the form of briefs, maps, charts and reports. Advise government and related organizations on trends that may affect policy development, formulate options for policy development, and assess the impacts of particular policies.

*Education and Experience*

*Bachelor's Degree and a minimum of 5 years of experience*

**Program Analyst I-VI**

Services performed include, but are not limited to, applying management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine solutions based on client requirements with an IT services/solutions-based

scope. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of systems and projects. Creates project plans to achieve performance-based objectives, enhancing implementation, systems and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

*Education and Experience*

*Level 1 - : Associate's Degree and a minimum of 4 years of experience*

*Level 2 - : Bachelor's Degree and a minimum of 4 years of experience*

*Level 3 - Bachelor's Degree and a minimum of 7 years of experience*

*Level 4 - Bachelor's Degree and a minimum of 9 years of experience*

*Level 5 – Advanced Degree and a minimum of 7 years of experience*

*Level 6 – Advanced Degree and a minimum of 10 years of experience*

**Program Manager, Jr., Mid, Sr.**

Manages contract support operations for complex, mission-critical, and strategic programs which may involve multiple projects and groups of personnel at multiple locations. Utilizes proven leadership skills to organize, direct, and deploy resources with broad technical, business, and industry expertise. Oversees program budget, schedules and all aspect of financial management of the program. Effectively manages funds, personnel, production standards, and resources (equipment and facilities) and ensures quality and timely delivery of all contractual items. Serves as focal point of contract with client regarding all program activities. In general, work complexity and responsibility will be greater at higher levels.

*Education and Experience*

*Level 1 - Bachelor's Degree and a minimum of 10 years of experience*

*Level 2 - Bachelor's Degree and a minimum of 15 years of experience*

*Level 3 – Advanced degree and a minimum of 15 or more years of experience*

**Project Manager I-VI**

Performs day-to-day management of delivery order projects, from original concept through final implementation. Utilizes proven skills in those technical areas addressed by the delivery order to analyze new and complex project related problems and create innovative solutions involving financial management, scheduling, technology, methodology, tools, and solution components. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Defines project scope and objectives including developing detailed work plans, schedules, project estimates, resource plans, status reports, and project and financial tracking and analysis. Conducts project meetings and ensures quality standards. Provides technical and strategic guidance to project team and reviews project deliverables. In general, work complexity and responsibility will be greater at higher levels. PMP certification or equivalent may be substituted for up to 2 years' experience.

*Education and Experience*

*Level 1 - Bachelor's Degree and a minimum of 2 years of experience*

*Level 2 - Bachelor's Degree and a minimum of 5 years of experience*

*Level 3 - Bachelor's Degree and a minimum of 7 or more years of experience*

*Level 4 - Bachelor's Degree and a minimum of 9 or more years of experience*

*Level 5 - Advanced Degree and a minimum of 5 or more years of experience*

*Level 6 - Advanced Degree and a minimum of 9 or more years of experience*

### **Requirements Analyst**

Services performed include, but are not limited to, applying management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine solutions based on client requirements with an IT services/solutions-based scope. Analyzes operational activities to obtain a quantitative, 27 rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of systems and projects. Creates project plans to achieve performance-based objectives, enhancing implementation, systems and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

*Level 1 - Bachelor's Degree and a minimum of 4 years of experience*

*Level 2 - Bachelor's Degree and a minimum of 6 years of experience*

### **Research Assistant, Jr., Mid, Sr.**

Performs tasks which support relevant research of a project. Conducts literature or other relevant research, supports the development of project deliverables such as position papers, guides and cognitive interview materials. Provides administrative research support. Maintains documents and records for assigned tasks. Utilizes external resources to supplement, organize and contribute to tasks and deliverables.

*Education and Experience*

*Level 1 - High School Diploma and a minimum of 2 years of experience*

*Level 2 - Associate's degree and a minimum of 3 years of experience*

*Level 3 - Associate's Degree and a minimum of 5 or more years of experience*

### **Scientific Reviewer**

Services performed include, but are not limited to, engineering and scientific tasks in planning, development, production, operations and maintenance environments, which are broad in nature and are concerned with the design, development, layout, and testing of devices or systems. Plans and performs engineering/programming, scientific research, studies, and analysis that may include cloud based analytics and tool development; technology planning; applied systems architecture development and integration; applied requirements development; concept development; data structure design; systems and software design, application programming, script development, development and integration; test and evaluation; systems operation; control of systems and components; integrated logistics support; modeling and simulation; configuration management; systems and mission engineering; systems acquisition; and life-cycle management. In general, work complexity and responsibility will be greater at higher levels.



### *Education and Experience*

*Advanced Degree and a minimum of 10 years of experience*

#### **Security Support Specialist**

Develops technical solutions including: information operations and analysis related to security intrusion analysis, systems & vulnerabilities, network security, advanced analytic tools, data visualization techniques. Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity. Provides tactical information security advice and examining the ramifications of new technologies. Provides computer forensic support to high technology investigations. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Ensures that all information systems are functional and secure.

### *Education and Experience*

*Bachelor's degree and 5 years' experience*

#### **Solution Support Consultant**

Provides task-unique functional expertise and in-depth knowledge necessary to interpret requirements, ensure responsiveness and achieve successful performance in a particular business, operational, engineering, mathematics, or scientific area. Participates in all phases of the project lifecycle, as needed, and advises IT consultants with the extensive knowledge needed from the specialist for effective implementation. This labor 28 category is designed for other than Information Technology functional expertise, but the expertise is required to support an IT task. In general, work complexity and responsibility will be greater at higher levels.

### *Education and Experience*

*Bachelor's Degree and a minimum of 7 years of experience*

#### **Strategic Planner**

Provide consulting to agency heads, directors, and senior managers on quality improvement, capital planning, architecture, business process reengineering and strategic implementation of information technology techniques. Designs, organizes, leads, and conducts executive level workshops, benchmarking, and surveys. Analyzes process and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts.

### *Education and Experience*

*Bachelor's degree and 10 years' experience*

#### **Subject Matter Expert I-V**

Utilizes subject matter area expertise gained through direct industry experience to provide technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area. Guides the determination of IT, engineering, and business process inadequacies and deficiencies that affect the functional area's ability to support/meet organizational goals. Participates in strategy sessions, strategic assessments, and design reviews to validate enterprise approach and associated work products. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts. Recognized for strong expertise in industry issues and trends. In general, work complexity and responsibility will be greater at higher levels.

*Education and Experience*

*Level 1 - Bachelor's Degree and a minimum of 5 years of experience*

*Level 2 - Bachelor's Degree and a minimum of 7 years of experience*

*Level 3 - Bachelor's Degree and a minimum of 10 years of experience*

*Level 4 - Advanced Degree and a minimum of 10 or more years of experience*

*Level 5 - Advanced Degree and a minimum of 15 or more years of experience*

**Technical Writer, Jr., Mid, Sr.**

Develops detailed user guides, reference manuals, program maintenance manuals, document coding manuals, and other forms of documentation for specific databases and application systems. Reviews and tests databases and application systems for ease of use, consistency, accuracy and responsiveness. Coordinates and organizes material gathered from other members of the technical staff and makes the necessary changes in format, as appropriate. Creates and edits technical material and documentation for grammar, organization and clarity. Writes, edits and/or prepares graphics presentation materials of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation accordingly. Produces requested studies such as requirements analyses, risk analyses, technology assessments, strategic and tactical planning, market surveys, budget reviews, etc. Prepares materials for use in training sessions and seminars. Provides oral and written status reports.

*Education and Experience*

*Level 1 - Bachelor's Degree and a minimum of 3 years of experience*

*Level 2 - Bachelor's Degree and a minimum of 4 years of experience*

*Level 3 - Bachelor's Degree and a minimum of 5 years of experience*

**Technology Research Consultant**

Services performed include, but are not limited to, applying management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine solutions based on client requirements with an IT services/solutions-based scope. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of systems and projects. Creates project plans to achieve performance-based objectives, enhancing implementation, systems and service. Provides integral support in mission requirements determination,

conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

*Education and Experience*

*Bachelor's Degree and a minimum of 5 years of experience*

### **Threat Intelligence Analyst**

Provides support to EW threat assessment, and information assurance planning by evaluating adversary EW capabilities versus friendly vulnerabilities. Extracts pertinent EW data from various EW Databases and builds specialized EW databases in support of specific systems and military operations. Assists in the requirements definition and development of applicable database tools. Provides assistance in developing and fielding EW related systems. Provides input in assessing vulnerabilities, threats, threat actors, and motivations. Develops high quality assessments that provide an understanding and resolution to security related events. Assesses impact, determines probable damage, conducts computer forensics, and follow-on analysis to build historical and predictive capabilities. Analyzes CNO threat tactics, techniques and procedures (TTPs) and recommends mitigation strategies based on knowledge of the major IA products and services, an understanding of their limitations, and a working knowledge of the disciplines of IA. Overseas production of Intelligence Reports and Intelligence Preparation of the Environment (IPE) products. Applies knowledge of current IA and Intelligence policies, directives, and regulations to accomplish Intelligence production requirements. Provides technical direction and guidance to less experienced personnel.

*Education and Experience*

*Bachelor's Degree and a minimum of 7 years of experience*

### **Trainer**

Develops and provides lesson plans, course outlines, and classroom materials to support presentations and/or instruction on business and technical subject matter. Provides stand-up course instruction as well as develops supporting curriculum materials

*Experience and Education*

*Associate's degree and 4 years' experience*

### **Training Specialist I - V**

Conducts the research necessary to develop and revise training courses. Prepares instructor materials, student materials course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, and seminars. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement.

*Education and Experience*

*Level 1 – Associate’s degree and 2 years’ experience*

*Level 2 – Bachelor’s degree and 2 years’ experience*

*Level 3 – Bachelor’s degree and 5 years’ experience*

*Level 4 – Bachelor’s degree and 7 years’ experience*

*Level 5 – Advanced degree and 7 years’ experience*

**Web Content Developer, Jr., Sr.**

Develops web page content based on interviews and other data provided; utilizes web page authoring system(s) to create layouts and coding. Applies HTML, JavaScript, ActiveX, AJAX, and state-of-the art tools to create dynamic web page designs. Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.

*Education and Experience*

*Level 1 – Associate’s degree and 2 years’ experience*

*Level 2 – Bachelor’s degree and 2 years’ experience*

**Administrative Assistant, Jr., Sr.**

Performs secretarial work under general supervision. Types and proofreads. Maintains filing system. Answers telephones and routine requests, schedules meetings, mail distribution, and makes travel arrangements.

*Level 1 - High School Diploma and a minimum of 1 years of experience*

*Level 2 – High School Diploma and a minimum of 5 years of experience*

**Administrative Support Specialist, Jr., Mid, Sr.**

Services performed include, but are not limited to, staff support services. Assists in budget preparation and financial control activities. Assists in the preparation of presentations and control of records, statistics, and reports regarding operations, financial tracking, and personnel changes using various databases and programs. Assists in the development of reports and presentations using software packages for word processing, spreadsheets, database, desktop publishing and graphics. Composes, prepares, edits and proofreads letters, reports and other correspondence. Administers client- specific programs, projects, and/or processes. Serves as liaison regarding administrative issues related to purchasing, personnel, facilities, and operations. Coordinates meetings and appointments between program manager, client, and external-parties. Resolves questions and problems and refers the most complex issues to higher levels. In general, work complexity and responsibility will be greater at higher levels. Education and Experience

*Level 1 - High School Diploma and up to 1 year of experience*

*Level 2 – High School Diploma and a minimum of 3 years of experience*

*Level 3 - Associate’s Degree and a minimum of 4 or more years of experience*

**General Clerk/Data Entry, Jr., Mid, Sr.**

Prepares source data for computer entry by compiling and sorting information; establishing entry priorities. Processes customer and account source documents by reviewing data for

deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution. Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format. Maintains data entry requirements by following data program techniques and procedures. Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data. Tests customer and account system changes and upgrades by inputting new data; reviewing output. Secures information by completing data base backups. Maintains operations by following policies and procedures; reporting needed changes. Maintains customer confidence and protects operations by keeping information confidential. Contributes to team effort by accomplishing related results as needed.

*Education and Experience*

*Level 1 – High school diploma and up to 1 year experience*

*Level 2 – High school diploma and 3 years' experience*

*Level 3 – High school diploma and 5 years' experience*

**Research Assistant, Jr., Mid, Sr.**

Performs tasks which support relevant research of a project. Conducts literature or other relevant research, supports the development of project deliverables such as position papers, guides and cognitive interview materials. Provides administrative research support. Maintains documents and records for assigned tasks. Utilizes external resources to supplement, organize and contribute to tasks and deliverables.

*Education and Experience*

*Level 1 - High School Diploma and a minimum of 2 years of experience*

*Level 2 – Associate's degree and a minimum of 3 years of experience*

*Level 3 - Associate's Degree and a minimum of 5 or more years of experience*