

Effective Date: Jan 1, 2023

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General Terms

1. **Pricing:** All prices are in USD and subject to applicable taxes.
2. **Payment Terms:** Net 30 days.
3. **Volume Discounts:** Available for projects exceeding \$1,000,000.
4. **Validity:** Prices are valid until Dec 31, 2027.
5. **Delivery Timeline:** Services will be initiated within 30 days after contract approval.

Additional Terms

- **Travel Costs:** Billed separately at actuals.
- **Customization:** Services can be tailored to client needs; rates may vary for specialized requests.

Services and Pricing

The rates shown apply to both Customer and Contractor sites.

Labor Category	1/1/2023-12/31/2023	1/1/2024-12/31/2024	1/1/2025-12/31/2025	1/1/2026-12/31/2026	1/1/2027-12/31/2027
<i>Business Analyst 1</i>	\$135.63	\$139.70	\$143.89	\$148.21	\$152.65
<i>Business Analyst 2</i>	\$186.06	\$191.64	\$197.39	\$203.31	\$209.41
<i>Business Analyst 3</i>	\$207.26	\$213.48	\$219.88	\$226.48	\$233.27
<i>Business Analyst 4</i>	\$242.43	\$249.70	\$257.19	\$264.91	\$272.86
<i>Application Support 1</i>	\$159.51	\$164.29	\$169.22	\$174.30	\$179.52
<i>Application Support 2</i>	\$170.21	\$175.32	\$180.58	\$185.99	\$191.57
<i>Application Support 3</i>	\$177.61	\$182.94	\$188.43	\$194.08	\$199.90
<i>Application Support 4</i>	\$184.78	\$190.33	\$196.04	\$201.92	\$207.98
<i>Associate Software Consultant</i>	\$293.06	\$301.85	\$310.90	\$320.23	\$329.84
<i>Associate Software Consultant 2</i>	\$426.26	\$439.04	\$452.21	\$465.78	\$479.75
<i>Customer Support Rep 1</i>	\$64.28	\$66.21	\$68.19	\$70.24	\$72.34
<i>Customer Support Rep 2</i>	\$88.25	\$90.89	\$93.62	\$96.43	\$99.32
<i>Customer Support Rep 3</i>	\$106.61	\$109.81	\$113.10	\$116.49	\$119.99
<i>Customer Support Rep 4</i>	\$129.84	\$133.73	\$137.74	\$141.88	\$146.13
<i>Managing Software Consultant</i>	\$633.52	\$652.52	\$672.10	\$692.26	\$713.03
<i>Managing Software Consultant 2</i>	\$731.75	\$753.70	\$776.31	\$799.60	\$823.59

Labor Category	1/1/2023-12/31/2023	1/1/2024-12/31/2024	1/1/2025-12/31/2025	1/1/2026-12/31/2026	1/1/2027-12/31/2027
Network Engineer 1	\$110.39	\$113.70	\$117.11	\$120.63	\$124.24
Network Engineer 2	\$137.35	\$141.47	\$145.72	\$150.09	\$154.59
Network Engineer 3	\$146.30	\$150.69	\$155.21	\$159.87	\$164.66
Principal Software Consultant	\$443.27	\$456.57	\$470.27	\$484.37	\$498.90
Senior Software Consultant	\$423.07	\$435.77	\$448.84	\$462.30	\$476.17
Senior Software Consultant 2	\$632.61	\$651.58	\$671.13	\$691.26	\$712.00
Software Consultant	\$331.48	\$341.43	\$351.67	\$362.22	\$373.09
Software Consultant 2	\$525.95	\$541.73	\$557.98	\$574.72	\$591.96
Software Engineer 1	\$185.48	\$191.04	\$196.77	\$202.68	\$208.76
Software Engineer 2	\$212.50	\$218.87	\$225.44	\$232.20	\$239.17
Software Engineer 3	\$238.41	\$245.56	\$252.93	\$260.52	\$268.33
Software Engineer 4	\$257.52	\$265.24	\$273.20	\$281.40	\$289.84
Software Technician 1	\$310.65	\$319.97	\$329.57	\$339.46	\$349.64
Software Technician 2	\$353.56	\$364.17	\$375.09	\$386.35	\$397.94
Software Technician 3	\$431.18	\$444.11	\$457.44	\$471.16	\$485.29
Software Technician 5	\$546.05	\$562.43	\$579.30	\$596.68	\$614.58
Systems Engineer 1	\$169.81	\$174.91	\$180.15	\$185.56	\$191.13
Systems Engineer 2	\$186.58	\$192.18	\$197.94	\$203.88	\$210.00
Systems Engineer 3	\$212.27	\$218.64	\$225.20	\$231.95	\$238.91
Systems Engineer 4	\$228.35	\$235.20	\$242.26	\$249.53	\$257.01
Systems Support 1	\$120.99	\$124.62	\$128.36	\$132.21	\$136.18
Systems Support 2	\$135.90	\$139.97	\$144.17	\$148.50	\$152.95
Systems Support 3	\$141.61	\$145.86	\$150.23	\$154.74	\$159.38
Systems Support 4	\$152.50	\$157.08	\$161.79	\$166.64	\$171.64
Systems Technician 1	\$251.31	\$258.85	\$266.62	\$274.62	\$282.85
Systems Technician 2	\$275.47	\$283.74	\$292.25	\$301.02	\$310.05
Technical Writer 1	\$75.44	\$77.70	\$80.03	\$82.43	\$84.91
Technical Writer 2	\$99.84	\$102.83	\$105.92	\$109.09	\$112.37
Technical Writer 3	\$115.54	\$119.01	\$122.58	\$126.25	\$130.04
Budget Analyst	\$124.71	\$128.45	\$132.30	\$136.27	\$140.36
Business Process Analyst 1	\$113.65	\$117.06	\$120.57	\$124.19	\$127.91
Business Process Analyst 2	\$128.09	\$131.93	\$135.89	\$139.97	\$144.16
Business Process Analyst - SME	\$176.45	\$181.75	\$187.20	\$192.81	\$198.60
Chief Information Security Officer	\$249.80	\$257.30	\$265.02	\$272.97	\$281.15
Configuration Manager	\$119.82	\$123.42	\$127.12	\$130.93	\$134.86
Cyber Security Specialist	\$140.74	\$144.96	\$149.31	\$153.79	\$158.41

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<i>Data Architect</i>	\$128.42	\$132.27	\$136.24	\$140.33	\$144.54
<i>Deployment Manager 1</i>	\$130.75	\$134.67	\$138.71	\$142.87	\$147.16
<i>Deployment Manager Expert</i>	\$247.11	\$254.53	\$262.16	\$270.03	\$278.13
<i>Deployment Manager Principal</i>	\$173.19	\$178.38	\$183.73	\$189.24	\$194.92
<i>Deployment Manager SME</i>	\$383.14	\$394.63	\$406.47	\$418.66	\$431.22
<i>Engineering Subject Matter Specialist</i>	\$228.61	\$235.47	\$242.53	\$249.81	\$257.30
<i>Graphics Designer</i>	\$124.42	\$128.15	\$132.00	\$135.96	\$140.04
<i>Graphics Specialist</i>	\$74.74	\$76.98	\$79.29	\$81.67	\$84.12
<i>Help Desk Coordinator 1</i>	\$26.73	\$27.53	\$28.36	\$29.21	\$30.09
<i>Help Desk Coordinator Senior</i>	\$35.73	\$36.80	\$37.91	\$39.04	\$40.21
<i>Help Desk Service Specialist 1</i>	\$41.13	\$42.36	\$43.63	\$44.94	\$46.29
<i>Information Security Specialist 1</i>	\$116.22	\$119.71	\$123.30	\$127.00	\$130.81
<i>Information Security Specialist Principal</i>	\$124.87	\$128.61	\$132.47	\$136.45	\$140.54
<i>Information Technical Consultant Senior</i>	\$173.91	\$179.12	\$184.50	\$190.03	\$195.73
<i>Internet Communications Engineer</i>	\$224.90	\$231.65	\$238.60	\$245.76	\$253.13
<i>Internet Infrastructure Advisor</i>	\$311.25	\$320.59	\$330.20	\$340.11	\$350.31
<i>Investment Management Specialist</i>	\$115.39	\$118.85	\$122.41	\$126.09	\$129.87
<i>IT Subject Matter Specialist</i>	\$234.09	\$241.11	\$248.35	\$255.80	\$263.47
<i>Junior Network Administrator</i>	\$68.39	\$70.44	\$72.56	\$74.73	\$76.97
<i>Junior Programmer/Analyst</i>	\$60.20	\$62.01	\$63.87	\$65.78	\$67.76
<i>Lead Team Manager</i>	\$176.99	\$182.29	\$187.76	\$193.40	\$199.20
<i>Management Analyst Basic</i>	\$69.86	\$71.96	\$74.12	\$76.34	\$78.63
<i>Management Analyst Expert</i>	\$134.78	\$138.82	\$142.98	\$147.27	\$151.69
<i>Management Analyst Mid</i>	\$111.19	\$114.52	\$117.96	\$121.50	\$125.14
<i>Management Consultant</i>	\$311.59	\$320.94	\$330.57	\$340.48	\$350.70
<i>Master Scheduler</i>	\$156.76	\$161.46	\$166.31	\$171.30	\$176.43
<i>Network Engineer</i>	\$149.65	\$154.14	\$158.77	\$163.53	\$168.44
<i>Program Management Specialist Basic</i>	\$124.91	\$128.65	\$132.51	\$136.49	\$140.58
<i>Program Management Specialist MidLevel</i>	\$143.56	\$147.87	\$152.31	\$156.88	\$161.58
<i>Program Management Specialist Senior</i>	\$159.09	\$163.86	\$168.78	\$173.84	\$179.05

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<i>Program Management Specialist SME</i>	\$311.59	\$320.94	\$330.57	\$340.48	\$350.70
<i>Programmer/Analyst</i>	\$116.37	\$119.86	\$123.45	\$127.16	\$130.97
<i>Quality Manager</i>	\$122.41	\$126.08	\$129.86	\$133.76	\$137.77
<i>Quality Manager Senior</i>	\$157.81	\$162.55	\$167.42	\$172.45	\$177.62
<i>Risk Manager</i>	\$178.17	\$183.52	\$189.02	\$194.69	\$200.53
<i>Security Coordinator</i>	\$121.45	\$125.09	\$128.84	\$132.71	\$136.69
<i>Senior Network Engineer</i>	\$301.44	\$310.49	\$319.80	\$329.40	\$339.28
<i>Senior Programmer/Analyst</i>	\$176.72	\$182.02	\$187.48	\$193.11	\$198.90
<i>Senior Software Engineer</i>	\$135.12	\$139.17	\$143.35	\$147.65	\$152.08
<i>Senior Systems Engineer</i>	\$184.53	\$190.06	\$195.77	\$201.64	\$207.69
<i>Software Engineer</i>	\$105.66	\$108.83	\$112.09	\$115.46	\$118.92
<i>Subject Matter Expert</i>	\$222.31	\$228.98	\$235.85	\$242.92	\$250.21
<i>Systems Engineer Basic</i>	\$70.56	\$72.67	\$74.85	\$77.10	\$79.41
<i>Systems Engineer Mid</i>	\$115.41	\$118.87	\$122.43	\$126.11	\$129.89
<i>Systems Engineer Principal</i>	\$225.53	\$232.30	\$239.26	\$246.44	\$253.84
<i>Systems Engineer Senior</i>	\$127.45	\$131.28	\$135.21	\$139.27	\$143.45
<i>Task Manager</i>	\$144.71	\$149.05	\$153.53	\$158.13	\$162.88
<i>Technical Account Manager</i>	\$271.11	\$279.24	\$287.62	\$296.25	\$305.14
<i>Telecommunications Engineer/Analyst Intermediate</i>	\$109.05	\$112.32	\$115.69	\$119.16	\$122.74
<i>Telecommunications Engineer/Analyst Senior</i>	\$137.81	\$141.94	\$146.20	\$150.59	\$155.10
<i>Telecommunications Technician</i>	\$105.03	\$108.18	\$111.43	\$114.77	\$118.21
<i>Telecommunications/ Communications Integration Engineer</i>	\$123.38	\$127.08	\$130.89	\$134.82	\$138.86
<i>Training Manager</i>	\$109.08	\$112.35	\$115.72	\$119.19	\$122.77
<i>Voice Communications Manager</i>	\$123.74	\$127.45	\$131.27	\$135.21	\$139.27
<i>Web Content Manager</i>	\$130.15	\$134.05	\$138.08	\$142.22	\$146.48
<i>Project Manager</i>	\$186.25	\$191.84	\$197.59	\$203.52	\$209.63
<i>Program Manager</i>	\$235.08	\$242.13	\$249.40	\$256.88	\$264.58
<i>Solutions Architect</i>	\$294.36	\$303.19	\$312.29	\$321.66	\$331.30
<i>DevOps Engineer, Junior</i>	\$123.05	\$126.74	\$130.54	\$134.46	\$138.49
<i>DevOps Engineer, Mid</i>	\$146.43	\$150.82	\$155.35	\$160.01	\$164.81
<i>DevOps Engineer, Senior</i>	\$183.04	\$188.53	\$194.18	\$200.01	\$206.01
<i>Test Engineer, Junior</i>	\$98.78	\$101.74	\$104.80	\$107.94	\$111.18
<i>Test Engineer, Mid</i>	\$117.55	\$121.07	\$124.71	\$128.45	\$132.30

Labor Category	1/1/2023- 12/31/2023	1/1/2024- 12/31/2024	1/1/2025- 12/31/2025	1/1/2026- 12/31/2026	1/1/2027- 12/31/2027
<i>Test Engineer, Senior</i>	\$146.94	\$151.34	\$155.88	\$160.56	\$165.38
<i>Network Support Technician 1</i>	\$162.49	\$167.36	\$172.39	\$177.56	\$182.88
<i>Network Support Technician 2</i>	\$197.62	\$203.55	\$209.66	\$215.94	\$222.42
<i>Network Support Technician 3</i>	\$214.10	\$220.52	\$227.14	\$233.95	\$240.97
<i>Network Support Technician 4</i>	\$245.21	\$252.57	\$260.15	\$267.95	\$275.99
<i>ITSM Engineer</i>	\$218.93	\$225.50	\$232.27	\$239.24	\$246.41
<i>Application Developer</i>	\$161.10	\$165.94	\$170.92	\$176.04	\$181.32
<i>Cloud Engineer</i>	\$289.59	\$298.27	\$307.22	\$316.44	\$325.93

Labor Category Descriptions

The following labor category descriptions identify the minimum qualifications. Three (3) years of direct experience may be substituted for an educational degree from an accredited technical school. Registration as a professional scientist or professional engineer in a particular society is considered the equivalent of a Master's degree. Security clearances may be required for certain positions as dictated by classification of the effort.

Level	Experience Required
1	1-2 Years of experience
2	3-4 Years
3	5-6 Years
4	More than 6
SME	Specialized experience and/or certifications

LCAT	LCAT Description
Business Analyst	<p>Working with other IT systems analysts on the team, analyzes business and end-user needs, documents requirements and use cases, and maps existing computer system logic and workflow. Understands the impact of complex technical solutions applied to the current business environment, and the impact of transitioning to new systems.</p> <p>Bachelor's degree or equivalent industry experience.</p>
Application Support	<p>Under direct supervision, works with other application support personnel on the team, identifies and reports on issues regarding software defects, change requests, minor enhancements and reports. Understands the logic, design and functional use of the business application, and how it impacts the mission of the organization.</p> <p>Bachelor's degree or equivalent industry experience.</p>
Associate Software Consultant	<p>Under immediate supervision, supports the development, deployment, and sustainment phases of the project. Designs and writes code as required for selected customer systems. Takes assignments from project team members and customers to support technical direction of the project. Directly involved in the hands-on implementation of customer systems. Provides occasional input to technical presentations.</p> <p>Bachelor's degree or equivalent industry experience with relevant certifications.</p>
Customer Support Rep	<p>Performs problem logging, tracking, and escalation of support calls received by the customer service organization. Functional Responsibility: Working with other Customer Support Reps on the team, uses experience with commonly used practices and procedures to log, track, and resolve support requests. Relies on established policies and guidelines to perform job functions.</p> <p>High School diploma</p>
Managing Software Consultant	<p>Leads the technical solution development and serves as the lead business contact for customers. Also coordinates and schedules project resources to ensure that analysis, development, and deployment remains on schedule. Provides quality assurance review of processes, personnel and work products. Provides key link to senior staff including feedback of customer issues. Manages technical staff and presents technical solutions and proposals to customer staff.</p> <p>Bachelor's or Master's degree or industry equivalent experience with relevant certifications.</p>
Network Engineer	<p>Under direct supervision, assists in the configuration and setup of existing network components and applications. Develops specialized hardware and software network components and participates in the selection of existing components and applications. Assists in network testing and optimization. Provides ongoing maintenance and support of hardware and software network components and applications.</p> <p>Bachelor's degree or equivalent industry experience with relevant certifications</p>

LCAT	LCAT Description
Network Support Technician	<p>Experienced in topics such as architecting, designing and developing large-scale, complex networks including communications backbones, enterprise email systems, network- centric applications and LAN/WAN connectivity. Functional Responsibility: Assists in the implementation of enterprise networks and network components. Supports threat assessment and security design and implementation. Monitors network performance and executes maintenance and operations plans. Supports the evaluation of components as part of the component selection process. Assists in development of custom software or hardware network components. Provides ongoing maintenance and support of hardware and software network components and applications. Provides user and administrator training and conducts network component testing.</p> <p>Bachelor's degree or equivalent industry experience with relevant certifications.</p>
Principal Software Consultant	<p>Responsible for long-term technical strategy for client engagements. Provides overall guidance and leadership to the Technical Project Lead to ensure that analysis, development, and deployment remains on schedule and in line with current and future software capabilities. Leads the technical aspects of strategic planning sessions with clients. Provides quality assurance review of engagement process and deliverables. Participates in strategic planning sessions with project and customer staff. Participates in staffing decisions and delivering technical presentations to customer staff.</p> <p>Bachelor's or Master's degree or industry equivalent experience with relevant certifications</p>
Senior Software Consultant	<p>Under minimal direction, works closely with the Managing Consultant and acts as the sole or shared Technical Lead on the project. Ensures that project objectives are on schedule. Participates in design of information systems. Works with customer staff to implement customer technology (e.g. testing, documentation). Manages specific tasks including directing the efforts of project staff and overseeing client satisfaction with technical services and deliverables. Analyzes technical requirements and develops effective technical solutions. Develops overall software architecture for the project. Leads the implementation of enterprise systems including methodology, design approaches, and architectural and engineering considerations. Assists in presenting technical design and architecture to clients.</p> <p>Bachelor's degree or equivalent industry experience with relevant certifications.</p>
Software Engineer	<p>Assists in the configuration and setup of existing software applications or components. Compiles results and assembles reports on buy vs. build analysis of commercially available or internally reusable software components. Assists in the installation of internal project management tools, sets up client-specific projects and develops reports from data collected by the tracking programs.</p> <p>Bachelor's degree or equivalent industry experience with relevant certifications.</p>
Software Technician	<p>Develops code to support client applications. Develops documentation on selected customer systems and business objectives. Directly involved in the hands-on implementation of customer systems and provides data migration support to clients.</p> <p>Bachelor's degree or equivalent industry experience with relevant certifications.</p>
Systems Engineer	<p>Under direct supervision, works to design and develop departmental solutions integrating COTS, GOTS, and custom hardware and software components. Supports the capture and evaluation of system requirements and the analysis of hardware and software components for inclusion in overall technical solution. Assists in the implementation of system interfaces and custom hardware and software components.</p> <p>Bachelor's degree or equivalent industry experience with relevant certifications.</p>

LCAT	LCAT Description
Systems Support	<p>Under direct supervision, supports and maintains integrated hardware and software solutions. Provides user and system administrator support, including knowledge transfer and troubleshooting. Adds or modifies hardware and software solution components to correct defects, improve performance, and incorporate additional capabilities.</p> <p>Bachelor's degree or equivalent industry experience</p>
Systems Technician	<p>Assists in the architecture and design of enterprise solutions integrating COTS, GOTS, and custom hardware and software components. Participates in major program systems development on a life-cycle basis including methodology, design approaches, and architectural and engineering considerations. Assists in capacity planning for integrated enterprise solutions and designs and develops custom components as needed. Supports the design, development, and implementation of integrated messaging and communications platforms. Bachelor's degree or equivalent industry experience with relevant certifications.</p> <p>Bachelor's degree or equivalent industry experience with relevant certifications.</p>
Technical Writer	<p>Works under the direction of engineers and other professional specialists. Works under close technical supervision.</p> <p>Bachelor's degree or equivalent industry experience</p>
Budget Analyst	<p>Support a Program Management Office (PMO) to assist in managing a major IT investment. Work as a part of the program or project office to assist with budget development, tracking and analysis. Formulate and analyze budgets and provide financial reports including the performance of monthly and weekly reporting functions, such as monthly variance budget analysis, monthly reconciliation and reporting on status of funds. Process, review and track invoices. Preparation of necessary research to support and explain budget positions and recommend modifications. Support formulation of Government OMB 300 exhibits and supporting documentation. Apply Earned Value Management (EVM) concepts, reporting, and tracking</p> <p>Bachelor's degree or equivalent industry experience</p>
Business Process Analyst	<p>Work as a part of a Strategic Planning Unit to assist with, facilitate or manage business process engineering efforts. Assist the client in mapping functions to organizations, analyzing existing processes for potential improvements, and developing written process analysis documents and workflows. Interact regularly with the various levels of customer management for the purpose of supporting the development of process improvement efforts. Conducting and preparing written research to support and explain business process recommendations. Perform and document data and process analysis. Facilitate planning sessions with senior government personnel</p> <p>Bachelor's degree or equivalent industry experience</p>
Chief Information Security Officer	<p>Ten years' experience required. Ensures that all information systems are functional and secure. Responsible for developing and implementing an enterprise-wide information security strategy and framework. Lead efforts to protect the organization's digital assets, manage cyber risks, ensure compliance with relevant regulations, and safeguard sensitive data. Work closely with executive leadership, IT teams, and other departments to align security initiatives with business objectives.</p> <p>Bachelor's degree required</p>

LCAT	LCAT Description
Configuration Manager	<p>Responsible for configuration management activities including product identification, change control, status accounting, operation of the program support library, and development and monitoring of equipment/system acceptance plans. Responsible for maintaining configuration items of a hardware, software, documentation, requirements, and process nature. Performs physical configuration audits and keeps all configuration items current to include ensuring established and approved methodologies are being followed. Operates and manages program support library and process asset library. Prepares and maintains configuration management plans and methodology.</p> <p>Bachelor's degree or equivalent industry experience</p>
Cyber Security Specialist	<p>Analyzes criteria for access controls, storage, reproduction, transmission, and destruction of data maintained by automated systems requiring protection. Performs computer security assessments and evaluations of computer systems. Plans and conducts formal on- site program evaluations of large complex information processing systems. Plans and conducts quantitative and qualitative security risk analyses, security evaluations and audits of information processing systems.</p> <p>Bachelor's degree or equivalent industry experience</p>
Data Architect	<p>Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.</p> <p>Bachelor's degree required</p>
Deployment Manager	<p>Support a Program Management Office (PMO) to assist in managing and coordinating the transition of a major IT system to all client personnel. Work as a part of a project transition organization to conduct requirement assessments and conduct all planning and execution associated with system deployment to all designated client locations. Work closely with internal PMOs in developing deployment schedules, and conduct necessary coordination activities with client field representatives. Assess technical and functional requirements and manage deployment schedules. Serve as the principal interface between the PMO and the prime contractor on system deployment matters.</p> <p>Bachelor's degree or equivalent industry experience</p>
Engineering Subject Matter Specialist	<p>Participates in the design, layout, and production of brochures, pamphlets, briefings, displays, and other materials. May work from rough sketches, engineering drawings or other documentation; may exercise creative judgment by translating needs into graphics capabilities. Uses various computer graphics software programs. Provides guidance of all levels in developing and planning publication graphics design and printing layouts including selection of type styles, size, type of paper and size, arrangement of tables and illustrative material, type of cover, binding methods with materials, and the appropriate colors to enhance the overall look of the project. Conducts quality reviews of graphics design layouts for publications to ensure that page layouts are ready for production.</p> <p>Bachelor's degree or equivalent industry experience</p>

LCAT	LCAT Description
Graphic Specialist	<p>Responsible for graphics design and use, operation, and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget, and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance. Frequently reports to a department manager or information systems management.</p> <p>Bachelor's degree required.</p>
Help Desk Coordinator	<p>Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.</p> <p>Bachelor's degree required.</p>
Help Desk Service Specialist	<p>Under general supervision, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level.</p> <p>Bachelor's degree required.</p>
Information Security Specialist	<p>Provides technical support in the areas of vulnerability assessment, risk assessment, network security, product evaluation, and security implementation. Responsible for designing and implementing solutions for protecting the confidentiality, integrity and availability of sensitive information. Provides technical evaluations of customer systems and assists with making security improvements. Participates in design of information system contingency plans that maintain appropriate levels of protection and meet time requirements for minimizing operations impact to customer organization. Conducts security product evaluations, and recommends products, technologies and upgrades to improve the customer's security posture. Conducts testing and audit log reviews to evaluate the effectiveness of current security measures.</p> <p>Bachelor's degree or equivalent industry experience</p>
Information Technical Consultant	<p>Top-level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing system's needs, systems development, systems process analysis, design, and re- engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.</p> <p>Bachelor's degree required</p>

LCAT	LCAT Description
Internet Communications Engineer	<p>Under general supervision, applies software, hardware and standards information technology skills in the analysis specification, development, integration and acquisition of open systems. Performs analysis and validation of reusable software/hardware components to ensure the integration of the components in to interoperable IP designs.</p> <p>Bachelor's degree required. Coursework towards master's degree and/or formal certification preferred.</p>
Internet Infrastructure Advisor	<p>Senior technical or functional professional. Typically considered a resident subject matter expert. Provides expert consultation and direction for complex system development and technical service implementation. The Internet Infrastructure Specialist will primarily be used on a project on an as needed temporary basis. The Internet Senior Advisor will have a specific field of expertise.</p> <p>Bachelor's degree required; Master's preferred. Typically has a formal certification.</p>
IT Subject Matter Specialist	<p>Provides extremely high-level subject matter proficiency for work described in the task. 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 that require doctorate level knowledge of the subject matter for effective implementation.</p> <p>Bachelor's degree required.</p>
Junior Network Administrator	<p>Provides rudimentary programming support. May staff a project help desk. Works under strict supervision.</p> <p>Bachelor's degree or equivalent industry experience.</p>
Junior Programmer/Analyst	<p>Under close supervision, works to determine User requirements for integration into the application development process.</p> <p>Bachelor's degree required.</p>
Lead Team Manager	<p>Develops requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.</p> <p>Bachelor's degree required.</p>

LCAT	LCAT Description
Management Analyst	<p>Analyzes various aspects of organizational functioning, including management, processes, structure, culture, and performance. Conducts organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques. Identifies sources of problems, makes recommendations for solutions, including designing and implementing appropriate organizational interventions. Applies organizational and management theory and principles to understand and improve organizational effectiveness and efficiency in achieving business goals. Works with all levels of the organization, from leadership and senior management to the workforce; interactions may include coaching, interviewing, workshop facilitation, training, and surveys. Focus is on understanding why and how effectively an organization, program, process or group of people, function in the present manner; how function or performance could be improved; and what should be done to bring about the improvement in effectiveness and/or efficiency.</p> <p>Bachelor's degree or equivalent industry experience</p>
Master Scheduler	<p>Support a Program Management Office (PMO) to assist in managing a major IT investment. Work as a part of a program or project team to create comprehensive development and deployment schedules that are developed and monitored in concert with prime contractor schedules. Develop plans, schedules and tracks cost/budgets to meet requirements for a large government program. Establish complex program plans and schedules. Provide technical advice on critical paths, pert analysis and milestone development. Audit schedules for compliance with the life cycle management processes. Provide a thorough schedule analysis to include task interdependency analysis, critical path, sensitivity/risk analysis and application of related tools. Consult with executive management team on schedule modifications to achieve optimum schedules. Coordinate work efforts across multiple units, each with responsibility for a different facet of the program life cycle. Coordinate with government and development contractor input to schedules and make recommendations to Life Cycle management processes.</p> <p>Bachelor's degree or equivalent industry experience</p>
Network Engineer	<p>Under minimal supervision, applies software, hardware, and standards information technology skills in the analysis specification, development, integration and acquisition of open systems. Performs professional engineering assignments in one or more of the following disciplines: communications engineering, communications security, network analysis, command and control mission analysis, inoperability analysis, and system standards. Knowledgeable of COTS products and methods that can be acquired to provide interoperable, portable, and scalable information technology solutions. Performs analysis and validation of reusable software/hardware components to ensure the integration these components into interoperable IP designs.</p> <p>Bachelor's degree required; Master's degree preferred. Formal certification preferred.</p>

LCAT	LCAT Description
<p>Program Management Specialist</p>	<p>Fulfill a leadership role in the scoping and documenting of major technology initiatives. This will include analysis and recommendation of procurement vehicles, contract types, proposal evaluation and support of contract negotiation. Fulfill a leadership role in the oversight of major technology initiatives. This will include establishment of program management plans, schedules milestones, identification of risks, generation of real mitigation strategies and evaluation of program performance. Ensure programs produce their expected capability within budget and within schedule. This will include implementation of earned value principles in a manner that actually assists programs meet their objectives. Provide expertise in the generation and submission of budgets including program, agency, departmental, OMB and congressional budgets, creation of program specific OMB Exhibit 300s, as well as ensure accountability for appropriations, commitments, obligations and expenditures. Analysis of competing funding requests and justified recommendations of priorities will also be expected. Acts as liaison between various government groups and organizations.</p> <p>Bachelor's degree or equivalent industry experience</p>
<p>Programmer/Analyst</p>	<p>Under general supervision, applies process improvement and re-engineering methodologies/principles to conduct process modernization projects. Develops functional area process and data models for use in designing and building integrated, shared software and database management systems. Works to determine User requirements for integration in to the application development process.</p> <p>Bachelor's degree required.</p>
<p>Quality Manager</p>	<p>Must be able to determine the resources required for information technology quality control. Must be able to maintain the level of quality throughout the software and/or program life cycle. Develops software quality assurance, quality management, and quality control plans. Ensures requirements are met, tested, and within scope. Conducts formal/informal reviews and/or inspections throughout program lifecycle. Coordinates with users and systems development personnel on releases of both system level and application software. Responsible to monitor and correct defects, quality control violations, plan for corrective actions.</p> <p>Bachelor's degree or equivalent industry experience</p>
<p>Risk Manager</p>	<p>Responsible for implementing processes and procedures to monitor risk across major IT programs. Communicate necessary information to the affected areas. Identify critical factors of anticipated change. Assess impact of changes in all functional areas. Perform Risk assessments. Assess impact against critical factors. Supports the development of a project risk assessment and management plan (PRAM - like tool). Create and maintain risk register. Ensure ongoing risk management. Explicitly track high-risk items and report as appropriate.</p> <p>Bachelor's degree or equivalent industry experience</p>
<p>Security Coordinator</p>	<p>Five years' experience required. Coordinates, develops, and evaluates IT security programs for an organization.</p> <p>Bachelor's degree required</p>
<p>Senior Network Engineer</p>	<p>Highly skilled information technology professional. Serves as resident senior systems architect. Provides macro level understanding and guidance of system's implementation or process re-engineering efforts.</p> <p>Bachelor's degree required; Master's degree preferred. Formal certification (e.g., MSCNE)</p>

LCAT	LCAT Description
Senior Programmer Analyst	<p>Under minimal supervision, applies process improvement and re-engineering methodologies/principles to conduct modernization projects. Develops functional area process and data models for use in designing and building integrated, shared software and database management systems. Translates user specifications and input from staff members to design requirements.</p> <p>Bachelor's degree required; Master's degree preferred.</p>
Senior Software Engineer	<p>Acts as the technical lead on software development efforts. Responsible for software systems design, development and specifications translation to design. Provides technical direction and guidance to the programming team. Ensures adherence to Federal Information Processing Standards (FIPS), DOD guidelines, Software Engineering Institute standards and commercial practices.</p> <p>Bachelor's degree required; Master's degree preferred. Formal certification (e.g., Certified Oracle DBA).</p>
Systems Engineer	<p>Top-level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing system's needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.</p> <p>Bachelor's degree required.</p>
Subject Matter Expert	<p>Develops requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.</p> <p>Bachelor's degree required.</p>
Telecommunications Engineer	<p>Under general direction, responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function such as, but not limited to, network design, engineering, implementation, or operations/user support. Typically requires six to eight years of technical telecom experience.</p> <p>Bachelor's degree required.</p>

LCAT	LCAT Description
Training Manager	<p>Assist in transitioning an enterprise IT system to system users through various standard industry training techniques. Work as a part of a Transition Unit to oversee the execution of system training to all system users. Provide functional expertise in the following aspects of system training: training strategy development, curriculum development, training delivery, technology-based training. Provide expertise in IT Lifecycle Management methodologies as well as program planning and scheduling. Experience in preparing and/or reviewing technical and programmatic documentation to ensure their consistency with training documentation to ensure that impacts are identified, understood and communicated. Oversee the development and quality of final training deliverables submitted to the client to ensure client approval and concurrence of deliverables and/or work products produced.</p> <p>Bachelor's degree or equivalent industry experience</p>
Voice Communications Manager	<p>Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of voice communications systems. Provides coordination in the analysis, acquisition, and installation of remote hardware and software. Interfaces with internal and external customers and vendors to determine system needs. Manages the training and efforts of a staff responsible for system and network planning and analysis activities. May include billing/chargeback responsibilities. Typically requires at least eight to ten years of experience in software/hardware voice network design and analysis usually in a telephone operating organization. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.</p> <p>Bachelor's degree required.</p>
Web Content Manager	<p>Support a Program Management Office (PMO) to assist in managing a major IT investment. Work as a part of the Communications Team to communicate program developments and ensure information is readily available to support a PMO environment. Develops and maintains all internal and external web sites and internal file shares. Assists in the development and implementation of content on web sites. Determines size and arrangement of illustrative material and arranges layout. Exercises configuration management principles in making necessary content changes based on program developments. Maintains close liaison with Communications staff to ensure a consistent message is conveyed across all mediums. Monitors web site traffic and administers receipt, assignment, tracking and response to visitor submitted questions.</p> <p>Bachelor's degree or equivalent industry experience</p>
Project Manager	<p>Maintains overall direction for a project; manage overall scope, budget, and schedule. Consults with the customer to ensure conformity to project and contractual obligations for, but not limited to, IT projects/initiatives. Performs day-to-day management of projects that involve teams of technical, information system, IT, and program management professionals who have previously been involved the design, implementation, and management of automated information and telecommunications systems and programs. Demonstrates proven skills in those program and technical areas addressed by the project to be managed. Must be familiar with all phases of the systems development life cycle and various methodologies. Communicates with Program Manager, Lead, and/or client executive and senior management to ensure that critical project, management, technical and related issues are addressed.</p> <p>Bachelor's degree or equivalent industry experience.</p>

LCAT	LCAT Description
Solutions Architect	<p>Analyze current technologies used within the organization and determine ways to improve. Document and monitor requirements needed to institute proposed updates. Work closely with Information Technology professionals to ensure hardware is available for projects and working properly. Propose and establish framework for necessary contributions from various departments. Account for possible project challenges on constraints including, risks, time, resources and scope. Work closely with project management teams to successfully monitor progress of initiatives. Provide detailed specifications for proposed solutions. Define clear goals for all aspects of a project and manage their proper execution.</p> <p>Bachelor's degree or equivalent industry experience.</p>
DevOps Engineer	<p>Design, implement, and maintain scalable, secure, and high-availability infrastructure solutions. Manage cloud services and on-premises systems, ensuring optimal performance and cost-efficiency. Build and optimize CI/CD pipelines to automate the testing, deployment, and release of applications. Integrate version control systems, build tools, and deployment frameworks to streamline development workflows. Automate repetitive tasks using scripting languages (e.g., Python, Bash, or PowerShell). Implement robust monitoring and alerting systems to proactively address issues and ensure uptime. Work closely with developers to ensure seamless integration of new code into production environments. Partner with QA and IT teams to align development and operational strategies. Conduct system performance tuning and capacity planning. Implement security best practices to safeguard applications, infrastructure, and data. Respond to system incidents and outages, ensuring rapid resolution and minimal downtime. Analyze root causes and implement measures to prevent recurrence.</p> <p>Bachelor's degree or equivalent industry experience.</p>
Test Engineer	<p>Responsible for ensuring the quality and functionality of software and systems through rigorous testing and analysis. Design and execute test plans, identify and document defects, and collaborate with cross-functional teams to deliver high-quality products. The Test Engineer plays a critical role in maintaining the reliability and performance of applications, systems, and devices. Analyze testing processes and propose enhancements to improve efficiency and effectiveness. Stay up-to-date with the latest testing tools, trends, and technologies. Design and implement automated test scripts using tools such as Selenium, Appium, or TestNG. Work closely with the development team to resolve issues and verify fixes. Define test strategies to cover functional, non-functional, regression, and performance testing needs.</p> <p>Bachelor's degree or equivalent industry experience.</p>
Program Manager	<p>Organizing daily activities based on the goals of the organization. Devising new programs that support the organization's objectives. Coming up with sustainable goals for the organization. Working with other departments to develop budgets and plans for the programs. Evaluating and assessing the programs' strengths and weaknesses. Monitoring projects and overseeing project managers to ensure goals are met. Meeting with stakeholders to discuss program status and goals. Working with the marketing team to improve strategies</p> <p>Bachelor's degree or equivalent industry experience.</p>

LCAT	LCAT Description
Cloud Engineer	<p>Responsible for designing, implementing, and managing cloud-based infrastructure and services to ensure scalability, security, and efficiency. Works with platforms like AWS, Azure, or Google Cloud to deploy and optimize cloud solutions that meet organizational needs. Key responsibilities include developing and maintaining cloud architectures, automating deployments, monitoring system performance, and ensuring robust disaster recovery and security measures. The Cloud Engineer collaborates closely with development, IT, and security teams to align cloud strategies with business objectives, delivering high-performing, cost-effective solutions.</p> <p>Bachelor's degree or equivalent industry experience.</p>
Application Developer	<p>Responsible for designing, coding, testing, and maintaining software applications that meet user and business needs. Works closely with stakeholders to gather requirements and translating them into functional, scalable, and efficient applications. Key responsibilities include writing clean, maintainable code, debugging and troubleshooting issues, and integrating applications with databases and other systems. The Application Developer ensures software quality through rigorous testing and collaborates with cross-functional teams to deliver innovative solutions aligned with organizational goals.</p> <p>Bachelor's degree or equivalent industry experience.</p>
ITSM Engineer	<p>Responsible for implementing, managing, and optimizing IT Service Management (ITSM) solutions to streamline IT operations and improve service delivery. This role involves configuring and maintaining ITSM platforms, such as ServiceNow or BMC Remedy, to align with organizational processes and ITIL best practices. Key responsibilities include developing workflows, integrating systems, generating reports, and ensuring compliance with service-level agreements (SLAs). The ITSM Engineer collaborates with IT teams to enhance incident, problem, change, and asset management processes, driving efficiency and supporting business objectives.</p> <p>Bachelor's degree or equivalent industry experience.</p>
Management Consultant	<p>Provides expert advice and strategic solutions to help organizations improve their performance, efficiency, and profitability. This role involves analyzing business operations, identifying challenges, and developing actionable recommendations to achieve organizational goals. Key responsibilities include conducting research, performing data analysis, and delivering insights across areas such as strategy, operations, organizational structure, and process improvement. The Management Consultant works closely with clients and cross-functional teams to implement tailored strategies, monitor progress, and ensure sustainable outcomes aligned with business objectives.</p> <p>Bachelor's degree or equivalent industry experience.</p>