District of Columbia STaR2 Contract

Job Titles and Descriptions
Version 2

Level	Knowledge/Skill Description
Entry Level (1 – 5 years)	Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.
(Mid Level) (6 – 10 years)	Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.
Level (11 – 15 years)	Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.
Level (16+ years)	Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

Administrative Support

Responsibilities	1. Responsible for developing, drafting, writing and editing reports, briefs, proposals, and other documents in support of a client's requirements. 2. Interfaces with personnel to coordinate meetings, maintain logs, records and files, provides end-user support, and performs general administrative duties. 3. Assists in budgetary, billing, and financial management. 4. Responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user reference manuals.
Minimum Education/ Certification Requirements	High School Diploma or GED

Application Architect

Responsibilities	1. Manages, organizes, and administers systems analysis and preparation of applications and operating systems programming to process data and solve problems. 2. Establishes priorities and schedules, and oversees and reviews work of systems analysis and programming personnel. 3. Reviews feasibility studies and time /cost estimates of new or revised systems. 4. Assists in the development of standards, procedures, and operating systems applications. 5. Possesses a combination of technical training and hands-on expertise. 6. Works with stakeholders and management to ensure projects are completed on time and according to organization standards. 7. Consults with personnel in other information systems groups to coordinate activities. 8. Consults with management to clarify systems and programs intent, identify problems, suggest changes, and determine extent of application systems changes required. 9. Participates in developing a project plan and schedule with key milestones, contingency plans, workflow charts or diagrams, considering factors, such as resource requirements, computer storage capacity and speed, extent of peripheral equipment, and intended use of output data. 10. Analyzes test runs on computer and supervises correction of coded program and input data. 11. Manages the revision of existing programs to increase operating efficiency or adapt to new requirements. 12. Compiles documentation of program development and subsequent revisions. 13. Trains subordinates in systems analysis, feasibility studies, programming, and program coding. 14. Prescribes standards for terms and symbols used to simplify interpretation of programs. 15. Collaborates with computer manufacturers and other users to develop new programming methods. 16. Prepares records and reports. 17. Ensures consistency and completeness across data models. 18. Plans and delivers development architecture environments in coordination with the Environmental Support Specialist. 19. Assists in managing and directing team's technical architecture processes.

	20. Develops and documents expert practices/ standards.
	21. Possesses strong analysis, presentation, documentation, and quality assurance skills.
	22. Analyzes, determines, and documents technical requirements and impact analysis for technical and development architectures.
	23. Explains defect priorities and enhancement classifications to client.
	24. Leads systems analysis for architecture and development of new applications.
	25. Establishes development schedule, and allocates work of personnel based on project plans, timelines and budgets.
	26. Works with organizational leadership to ensure projects are in line with long-term IT strategies and initiatives.
	27. Works with management to articulate systems and programs purpose, identifies problems, suggest changes, and determines required changes to existing applications.
	28. Provides mentoring and guidance to agency personnel and leadership when needed.
	29. Maintains awareness of new technological developments in industry and processes, and implements concepts appropriately.
	30. Leads or participates in setting the service levels for applications.
	31. Defines overall system architecture.
	32. Provides well-structured work plans which define scope, resources, milestones, quality, risk, tasks, and acceptance criteria.
	33. Prepares contingencies, scenarios, scenario plans and action items to resolve issues.
	34. Leads efforts in providing technical expertise, guidance, and training to the Application and Test Teams.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Application Technical Specialist

Responsibilities	1. Demonstrates expertise in conveying technical and functional concepts for a specific technical specialty.
	2. Identifies improvements to project standards to achieve high quality services/ products. This is a professional position which may require subject matter expertise consistent with demanding and rare technological skills.
	3. May require coordination of programming activities being conducted by the application development team
	4. Confers with other business and technical personnel to resolve problems of intent, inaccuracy, or feasibility of computer processing and project design.
	5. Works with necessary personnel to determine if modifications are necessary with interested personnel to determine necessity for modifications or enhancements.
	6. Leverages excellent written and verbal communication skills to develop new business process and programming solutions as directed by business and technical stakeholders.
	7. May coordinate activities of application developers.
	8. Able to identify best practices and standards for the use of the product.

	9. Proven track record of hands-on technical design and code work within large complex systems.
	10. Proven hands-on technical work with a variety of technologies.
	11. Demonstrated technical expertise integrating a variety of diverse technical environments and cross-platform technologies.
	12. Delivers support and design for industry specific applications that require integration with statewide systems or applications.
	13. Interacts with executive level business users or technical experts.
	14. Advanced experience in the required technical subject matter.
	15. May function as a niche technical SME (Subject Matter Expert).
	16. Has proven experience across large and complex implementations and systems.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Applications Developer

Responsibilities	35. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications.
	36. Researches, tests, build, and coordinate the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software.
	37. Addresses problems of systems integration, compatibility, and multiple platforms.
	38. Consults with project teams and end users to identify application requirements.
	39. Performs feasibility analysis on potential future projects to management.
	40. Assists in the evaluation and recommendation of application software packages, application integration and testing tools.
	41. Resolves problems with software and responds to suggestions for improvements and enhancements.
	42. Acts as team leader on projects.
	43. Instructs, assigns, directs, and checks the work of other software developers on development team.
	44. Participates in development of software user manuals.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Applications Systems Analyst

Responsibilities	1. Formulates/defines system scope and objectives. 2. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. 3. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. 4. Works with project managers, developers, and end users to ensure application designs meet business requirements. 5. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. 6. Designs, codes, tests, debugs, and documents those programs. 7. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. 8. Assists all phases of software systems programming applications. 9. Evaluates new and existing software products.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Business Process Consultant

Responsibilities	1. Analyzes process and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. 2. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. 3. Recommends and facilitates quality improvement efforts.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Business Systems Analyst

Responsibilities	1. Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. 2. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. 3. Provides consultation on complex projects and is considered to be the top level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment.		
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience; or a current Project Management Professional (PMP) Certification		

Computer Scientist

Responsibilities	1. Acts as a consultant in complex or mission critical client requirements. 2. Develops, modifies, and applies computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. 3. Participates in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation.		
Minimum Education/ Certification Requirements	Bachelor's degree in Computer Science, Information Technology or related field or equivalent experience		

Computer Forensic & Intrusion Analyst

Responsibilities	1. Provides knowledge in computer and network forensics. 2. Conducts vulnerability assessments/penetration tests of information systems. 3. Develops, researches and maintains proficiency in tools, techniques, countermeasures, and trend in computer and network vulnerabilities, data hiding, and encryption. 4. Identifies, deters, monitors, and investigates computer and network intrusions. 5. Provides computer forensic support to high technology investigations in the form of evidence seizure, computer forensic analysis, and data recovery.		
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience		

Configuration Management Specialist

Responsibilities	1. Provides configuration management planning. 2. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. 3. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.		
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience		

Customer Support

Responsibilities	1. Provide technical assistance to computer system users on a variety of issues. 2. Identifies, researches, and resolves technical problems. 3. Responds to telephone calls, email and personnel requests for technical support. 4. Documents, tracks, and monitors the problem to ensure a timely resolution. 5. Has knowledge of commonly used concepts, practices, and procedures within a particular field. 6. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. 7. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. 8. Provide service and preventive maintenance activities on terminals, printers, personal computers basic knowledge of electrical/mechanical principles and basic electronics. 9. Reads and comprehends technical service manuals and publications. 10. Knowledge of basic mathematics to read and understand various gauges, meters, and measurement devices. 11. Able to diagnose and repair products by replacing worn or broken parts, and making technical adjustments. 12. Makes appropriate use of reference publications and diagnostic aids in resolving technical problems. 13. Strong communication skills. 14. Assists in coordination of changes, upgrades and new products, ensuring systems shall operate correctly in current and future environment. 15. Provides accurate and complete answers to general use and 35 administrative environment questions in a timely manner. 16. Implements shared software, such as operating systems, configuration management tools, application and development tools, testing tools, compilers, and code editors. 17. Communicates accurate and useful status updates. 18. Manages and reports time spent on all work activities. 19. Ability to work in a team environment.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Cyber Security Engineer

Responsibilities	1. Expertise in implementing, administrating and operating information security technologies such as firewalls, IDS/IPS, SIEM, Antivirus, network traffic analyzers and malware analysis tools. 2. Utilize advanced experience with scripting and tool automation such as Perl, PowerShell, Regex. 3. Develops, leads and executes information security incident response plans.

	4. Develops standard and complex IT solutions & services, driven by business requirements and industry standards. 5. May also leverage dynamic and static code assessment tools to measure vulnerability of applications throughout the entire SDLC
Minimum Education/ Certification Requirements	BS Degree in Information Technology, Cybersecurity, Engineering or equivalent experience is required.

Database Administrator

Responsibilities	1. Plans, organizes and implements projects in support of 2. District's growing information demands 3. Ensures the effective use of District resources 4. Contributes to policies for effective process planning as it relates to new requirements 5. Expert knowledge of the Structured Query Language (SQL) environment with particular emphasis on planning, analysis, design and implementation of reports and report interfaces intended for the end user 6. Participates in short-term tactical planning implementation 7. Contributes to long-term strategic planning
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Data Architect

Responsibilities	1. Designs and builds relational databases. Performs data access analysis design, and archive/recovery design and implementation. 2. Develops strategies for data acquisitions, archive recovery, and implementation of a database. 3. Works in a data warehouse environment, which includes data design, database architecture, and metadata repository creation. 4. Translates business needs into long-term architecture solutions. 5. Defines, designs, and builds dimensional databases. 6. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. 7. Reviews and develops object and data models and the metadata repository to structure the data for better management and quicker access.

Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience		

Data Warehousing Specialist

Responsibilities	1. Coordinates the data administration technical function for both data warehouse development and maintenance. 2. Facilitates change control, problem management, and communication among data architects, programmers, analysts, and engineers. 3. Establishes and enforces processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. 4. Analyzes and identifies data and metadata requirements. 5. Defines user requirements and database design specifications. 6. Designs, implements, and supports data warehousing requirements. Implements business rules via stored procedures, middleware, or other technologies. 7. Provides product support and maintenance of the data warehouse. 8. Performs data warehouse design and construction. 9. Prepares/implements data verification and testing methods for the data warehouse.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Database Specialist

Responsibilities	1. Provides all activities related to the administration of computerized databases. 2. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. 3. Designs, creates, and maintains databases in a client/server environment. 4. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. 5. Advises users on access to various client/server databases. 6. Designs, implements, and maintains complex databases with respect to Job Control Language (JCL), access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. 7. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., Cognos)/back-end programming languages (e.g., Structured Query Language (SQL). Performs database programming and supports systems design. 8. Includes maintenance of database dictionaries, overall monitoring of standards and

	procedures, file design and storage, and integration of systems through database design.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Disaster Recovery Specialist

Responsibilities	1. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. 2. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected. 3. Facilitates the preparation of an organization-wide business resumption plan. 4. Assists in the coordination and establishment of disaster recovery programs and business resumption planning across mainframe and client server platforms. 5. Coordinates and monitors simulation testing across all platforms. 6. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Emerging Technology Consultant

Responsibilities	1. Responsible for leading the adoption or implementation of an advanced technology or platform 2. Has expertise on the functionality or usage of a particular system, platform or technology product 3. Serves as a consultant to clients guiding the efficient use or adoption of a particular IT product, or platform 4. Responsible for creating implementation plans, testing plans or integration plans. 5. Demonstrates expertise in a particular IT platform or service which allows for maximizing IT investment
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience Training or Certification in a particular product or IT platform/service as required

Enterprise Architect

Responsibilities	1. Provides high-level architectural expertise to managers and technical staff. 2. Develops architectural products and deliverables for the enterprise and operational business lines. 3. Develops strategy of system and the design infrastructure necessary to support that strategy. 4. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (Structured Query Language (SQL), Oracle, Sybase). 5. Advises of feasibility of potential future projects to management.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Enterprise Resource Planning (ERP) Analyst

Responsibilities	1. Assists with the development and maintenance of an Enterprise Resource Planning (ERP) program. 2. Analyzes and evaluates ERP application systems. Assists in software upgrades, documentation, and implementation. 3. Customizes and configures workflow to allow the integration of client/server applications. 4. Tests ERP layout to ensure the system is meeting corporate needs.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

ERP Business/Architectural Specialist

Responsibilities	1. Adapts functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. 2. Enterprise resource planning and management processes, including but not limited to: knowledge management, investment analysis, data warehousing, e-commerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Financial Analyst

Responsibilities	1. Provides support in the areas of budget, billing, reporting, and financial management for IT initiatives.
Minimum Education/ Certification Requirements	Bachelor's degree in Finance, Business or related field or equivalent experience

Geographic Information System (GIS) Analyst/Programmer

Responsibilities	1. Analyzes, designs, develops, implements and supports enterprise complex projects 2. Interfaces with other offices, consult with and inform user departments on system requirements, resolve problems and operating difficulties for the current and future enhancements to District's system 3. Participates in problem resolution related to system design and implementation review 4. Recommends approval of functional and technical design documents and implementation of systems, program enhancements and updates of applications 5. Analyzes and evaluates system changes to determine feasibility, alternative solutions and back-up procedures 6. Works on the development of new systems, upgrades and enhancements to existing systems and ensure systems are in compliance with approved standards. 7. Develops complex programs and reports in database query language.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Groupware Specialist

Responsibilities	1. Analyzes, designs, develops, implements and supports enterprise complex projects. 2. Interfaces with other offices, consult with and inform user departments on system requirements, resolve problems and operating difficulties for the current and future enhancements to District's system. 3. Participates in problem resolution related to system design and implementation review 4. Recommends approval of functional and technical design documents and implementation of systems, program enhancements and updates of applications 5. Analyzes and evaluates system changes to determine feasibility, alternative solutions and back-up procedures 6. Works on the development of new systems, upgrades and enhancements to existing systems and ensure systems are in compliance with approved standards 7. Develops complex programs and reports in database query language.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Hardware Engineer

Responsibilities	1. Provides analysis related to the design, development, and implementation of hardware for products. 2. Develops test strategies, devices, and systems. 3. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Help Desk Specialist

Responsibilities	1. Responds to and diagnoses problems through discussion with users. 2. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. 3. Supervises operation of help desk and serves as focal point for customer concerns. 4. Provides support to end users on a variety of issues. 5. Identifies, researches, and resolves technical problems. 6. Responds to telephone calls, email and personnel requests for technical support. 7. Documents, tracks, and monitors the problem to ensure a timely resolution. 8. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. 9. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. 10. Simulates or recreates user problems to resolve operating difficulties. 11. Recommends systems modifications to reduce user problems.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Information Assurance/Security Specialist

Responsibilities	1. Determines enterprise information assurance and security standards. 2. Develops and implements information assurance/security standards and procedures. 3. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. 4. Identifies, reports, and resolves security violations. 5. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. 6. Supports customers at the highest levels in the development and implementation of doctrine and policies. 7. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. 8. Performs analysis, design, and development of security features for system architectures. 9. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. 10. Designs, develops, engineers, and implements solutions that meet security requirements. 11. Provides integration and implementation of the computer system security solution. 12. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. 13. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. 14. Ensures that all information systems are functional and secure.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Information Specialist/Knowledge Engineer

Responsibilities	1. Develops information retrieval solutions to support client requirements for specified domain subjects, using information retrieval software languages and automated text analysis and extraction techniques.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Infrastructure/Network Architect

Responsibilities	1. Knowledge of network analysis related to infrastructure design. 2. May be an expert in security or intrusion detection. 3. Proficient in proprietary network technology. 4. Advanced experience with, but not limited to routers, firewalls, switches and servers. 5. Advanced knowledge in network analysis. 6. Advanced problem resolution and project management skills. 7. Designs and implements class wide area networks. 8. Experience with Firewalls, VPN, encryption, intrusion detection and prevention systems, and penetration testing. 9. Knowledge of network vulnerabilities and be able to mitigate and prevent each one
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Infrastructure Technical Specialist

Responsibilities	1. Demonstrates expertise in conveying technical and functional concepts for a specific technical specialty. 2. Identifies improvements to project standards to achieve high quality services/ products. 3. Identifies best practices and standards for the use of the product. 4. Delivers support and design for industry specific technologies that require integration with systems or networks. 5. Interacts with executive level business users or technical experts. 6. Functions as a niche technical SME. 7. Lead experience with technical expertise across large, complex implementations for systems.
Minimum Education/ Certification Requirements	Bachelor's in Information Technology or related field or equivalent experience

IT Consultant

Responsibilities	1. Coordinates IT project management, engineering, maintenance, QA, and risk management. 2. Plans, coordinates, and monitors project activities. 3. Develops technical applications to support users. 4. Develops, implements, maintains and enforces documented standards and procedures for the design, development, installation, modification, and documentation of assigned systems. 5. Provides training for system products and procedures. 6. Performs application upgrades. 7. Performs, monitoring, maintenance, or reporting on real- time databases, real-time network and serial data communications, and real-time graphics and logic applications. 8. Troubleshoots problems. 9. Ensures project life-cycle is in compliance with District standards and procedures.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Mobile Applications Developer

Responsibilities	1. Serves as the Designer, Developer and/or Engineer on Mobile Projects. 2. Meets with end users and technical staff of all types to gather business and system requirements. 3. Develops and/or engineers user interface, service tier, data tier components, infrastructure or security for Mobile Projects. 4. Develops standards, repeatable processes, and reusable components 5. Assists in project planning, including developing of timelines, composition of technical teams, and leveling of resources. 6. Mentors technical team leads and team members on department processes and standards to promote consistency and improve productivity. 7. Assists in the development and review of technical deliverables on projects. 8. May serve as the Lead Architect/Designer/Developer /Engineer on Mobile Projects. 9. Meets with end users and technical staff of all types to gather business and system requirements. 10. Proposes comprehensive solutions based on business and technical requirements. 11. Architects, designs, develops, and/or engineers user interface, service tier, data tier components, infrastructure or security for Mobile Projects. 12. Develops standards, repeatable processes, and reusable components 13. Leads project planning, including developing of timelines, composition of technical teams, and leveling of resources. 14. Mentors and manages technical team leads and team members on department processes and standards to promote consistency and improve productivity.

	15. Leads the development and review of technical deliverables on projects.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Modeling and Simulation Specialist

Responsibilities	1. Specialist in modeling and simulation functions or operations such as, but not limited to exercises, plans, coordination, demonstrations, and instruction in the fields such as, but not limited to health, environmental, transportation, law enforcement, and security for military, and civil agencies. 2. Supports live, constructive, or virtual training.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Network Engineer/Specialist

Responsibilities	1. Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. 2. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. 3. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. 4. Manages the purchase, testing, installation, and support of network communications, including Local Area Network (LAN)/Metropolitan Area Network (MAN)/ Wide Area Network (WAN) systems. 5. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. 6. Plans large-scale systems projects through vendor comparison and cost studies. 7. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support

	facilities and/or equipment.
	8. Provides quality assurance review and the evaluation of new and existing software products.
	9. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations.
	10. Provides input to policy level discussions regarding standards and budget constraints.
	11. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations.
	12. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities.
	13. Monitors and responds to hardware, software, and network problems.
	14. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals).
	15. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.
	16. Troubleshoots network systems when necessary and makes improvements to the network.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Program Manager

Responsibilities	1. Organizes, directs, and manages contract operation support functions, involving multiple, complex and inter- related project tasks.
	2. Manages teams of contract Support Personnel at multiple locations.
	3. Maintains and manages the client interface at the levels of the client organization.
	4. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Project Manager

Responsibilities	1. Leads team on large projects or significant segment of large complex projects. 2. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. 3. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. 4. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources. 5. Oversees all aspects of projects.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience; or a current PMP Certification

Quality Assurance

Responsibilities	1. Provides development of project software quality assurance plan and the implementation of procedures that conforms to the requirements of the contract. 2. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. 3. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. 4. Conducts audits and reviews/analyzes data and documentation. 5. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Research Analyst

Responsibilities	1. Plans, organizes, and conducts research in a variety of areas, such as new or existing products, science, social science, law or business in support of an IT initiative. 2. Searches sources such as reference works, literature, documents, newspapers, statistical records, and other sources of information. May use Internet, Intranet, magazines, periodicals, journals, and other media to perform research. 3. Analyzes information and statistical data to prepare reports and studies for use by professionals.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Subject Matter Expert – Technology Specific

Responsibilities	1. Provides assessments of technical and operational practices based on leading industry standards specific to the requested technology. 2. Plans, organizes, and conducts research in a variety of areas, such as new or existing products, science, social science, law or business in support of an IT initiative. 3. Searches sources such as reference works, literature, documents, newspapers, statistical records, and other sources of information. May use Internet, Intranet, magazines, periodicals, journals, and other media to perform research. 4. Analyzes information and statistical data to prepare reports and studies for use by professionals.
Minimum Education/ Certification Requirements	Master's degree in Information Technology or related field or equivalent experience

System Administrator

Responsibilities	1. Responsible for effective provisioning, installation/configuration, operation, and maintenance of computer hardware and software and related infrastructure. 2. Participates in technical research and development to enable continuing innovation within the infrastructure. 3. Ensures that system hardware, operating systems, software systems, and related procedures adhere to District policies, standards, and guidelines. 4. Systems administration engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation. 5. Installs new / rebuild existing servers and configures hardware, peripherals, services,

	settings, directories, storage in accordance with standards and project/operational requirements.
	6. Performs daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
	7. Performs regular security monitoring to identify any possible intrusions.
	8. Performs daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
	9. Perform regular file archival and purge as necessary.
	10. Creates, changes, and deletes user accounts per request.
	11. Provides Tier III/other support per request from various constituencies.
	12. Investigates and troubleshoots issues.
	13. Diagnoses and recovers from hardware or software failures.
	14. Coordinates and communicates with impacted constituencies.
	15. Applies operating system (OS) patches and upgrades on a regular basis, and upgrades administrative tools and utilities.
	16. Configures / adds new services as necessary.
	17. Upgrades and configures system software that supports infrastructure applications or Asset Management applications per project or operational needs.
	18. Maintains operational, configuration, or other procedures.
	19. Performs periodic performance reporting to support capacity planning.
	20. Performs ongoing performance tuning, hardware upgrades, and resource optimization as required.
	21. Configures central processing unit (CPU), memory, and disk partitions as required.
	22. Maintains data center environmental and monitoring equipment.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Systems Engineer

Responsibilities	1. Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. 2. Develops integrated system test requirement, strategies, devices and systems. 3. Directs overall system level testing.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Technical Editor

Responsibilities	1. Reviews content of technical documentation for quality. 2. Produces technical and scientific illustrations for presentations and/or publication, as appropriate to the requirements. 3. Ensures that documents follow the style laid out in the company's style guide.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Technical Writer

Responsibilities	1. Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. 2. Coordinates the display of graphics and the production of the document. 3. Ensures content is of high quality and conforms with standards.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Test Engineer

Responsibilities	1. Evaluates, recommends, and implements automated test tools and strategies. 2. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. 3. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. 4. Serves as subject matter specialist providing testing know- how for the support of user requirements of complex to highly complex software/hardware applications. 5. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience		

Training Specialist

Responsibilities	1. 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. 2. 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. 3. Develops and revises training courses. Prepares training catalogs and course materials. 4. Trains personnel by conducting formal classroom courses, workshops, and seminars.		
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience		

Voice/Data Communications Engineer

Responsibilities	1. Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. 2. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. 3. Develops, operates, and maintains voice, wireless, video, and data communications systems. 4. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Web Content Analyst

Responsibilities	1. Provides for development and content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. 2. Provides managing/performing website editorial activities including gathering and researching information that enhances the value of the site.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Web Designer

Responsibilities	1. Designs and builds web pages using a variety of graphics software applications, techniques, and tools. 2. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. 3. Designs the website to support the organization's strategies and goals relative to external communications.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience

Web Developer

Responsibilities	1. Perform specialized programming and technical work for website and Internet development. 2. Perform advanced programming and technical development for website and Internet development.
Minimum Education/ Certification Requirements	Bachelor's degree in Information Technology or related field or equivalent experience