

Attachment 1 - Labor Category

Labor Category Level	Skills and Tasks	Individual Work / Teamwork or Leadership / Management	Guidance	Training and Certifications
Level 0	<p>Simple - follows established processes and checklists. Understand and applies basic concepts. Assists more senior level technicians, specialists, and managers in their activities.</p>	<p>Individual Work/Teamwork - Works individually and also as team participant</p>	<p>Requires moderate guidance and direction from more senior level technicians, specialists, and/or managers</p>	<p>DoD 8570 compliance or information assurance certification commensurate with technical objectives and services required within the task order</p> <p>Applicable software or hardware training and certifications commensurate with the technical objectives, services required, and IT environment specified within the task order</p>
Level 1	<p>Moderate - understands and applies more advanced concepts and processes to daily activities. Assists more senior level technicians, specialists, and managers in their activities. Can perform all tasks of lower level technicians or specialists</p>	<p>Individual Work/Teamwork - Works individually and also actively participates on integrated teams</p>	<p>Requires minimal guidance and direction from more senior level technicians, specialists, and managers. Provides guidance to lower level technicians and specialists.</p>	<p>DoD 8570 compliance or information assurance certification commensurate with technical objectives and services required within the task order</p> <p>Applicable software or hardware training and certifications commensurate with the technical objectives, services required, and IT environment specified within the task order</p>

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Level 2	<p>Complex - develops new concepts and processes. Analyzes root causes and resolves issues. Supports more junior level technicians and specialists in their activities. Can perform all tasks of lower level technicians or specialists.</p>	<p>Leadership/ Management - Works individually, actively participates on integrated teams, and may also lead a task, project or team</p>	<p>Requires guidance and direction from more senior level technicians, specialists, and managers only when dealing with new, uncertain situations. Provides guidance to lower level technicians and specialists.</p>	<p>DoD 8570 compliance or information assurance certification commensurate with technical objectives and services required within the task order</p> <p>Applicable software or hardware training and certifications commensurate with the technical objectives, services required, and IT environment specified within the task order</p>

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Level 3	<p>Exceptionally Complex - researches and evaluates new concepts and processes to improve performance. Analyzes cross-functional problem sets, identifies root causes and resolves issues. Assists more junior level technicians, specialists, and managers in their activities. Can perform all tasks of lower level technicians, specialists, and/or managers.</p>	<p>Leadership/ Management - Works individually, actively participates on integrated teams, and leads multiple tasks, projects or teams. Oversees and monitors performance, and when required, takes steps to resolve issues.</p>	<p>Directs multiple teams through to project completion. Provides guidance and direction to lower level technicians, specialists, and managers.</p>	<p>DoD 8570 compliance or information assurance certification commensurate with technical objectives and services required within the task order</p> <p>Applicable software or hardware training and certifications commensurate with the technical objectives, services required, and IT environment specified within the task order</p>

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Level 4	Exceptionally Complex, Inter-Discipline, Inter-Organizational. Can perform tasks of senior level technicians, specialists, and or managers not performed at Level 3 due to the size and/or complexity of the tasks.	Leadership/ Management - May work individually or as a key member of a senior leadership team. Oversees and monitors performance across several disciplines, and when required, takes steps to resolve issues	Provides expert guidance and direction to Government and Vendor senior level technicians and managers. Directs multiple contractor and subcontractors teams through to project completion.	DoD 8570 compliance or information assurance certification commensurate with technical objectives and services required within the task order Applicable software or hardware training and certifications commensurate with the technical objectives, services required, and IT environment specified within the task order

Attachment 1 - Labor Category

Labor Category Level	Educational Degree From an Accredited Institute in an Area Applicable to the Position	Minimum Years of Relevant Experience in Addition to Education Level
Level 0	High School Diploma/ GED	4
Level 0	Associates Degree	2
Level 0	Bachelors Degree	0
Level 1	High School Diploma or GED	6
Level 1	Associates Degree	4
Level 1	Bachelors Degree	2
Level 1	Masters Degree	0
Level 2	High School Diploma/ GED	8
Level 2	Associates Degree	6
Level 2	Bachelors Degree	4
Level 2	Masters Degree	2
Level 2	PhD	0
Level 3	High School Diploma/ GED	10
Level 3	Associates Degree	8
Level 3	Bachelors Degree	6
Level 3	Masters Degree	4
Level 3	PhD	2

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Labor Category Level	Educational Degree From an Accredited Institute in an Area Applicable to the Position	Minimum Years of Relevant Experience in Addition to Education Level
Level 4	High School Diploma/ GED	12
Level 4	Associates Degree	10
Level 4	Bachelors Degree	8
Level 4	Masters Degree	6
Level 4	PhD	4

Labor Categories	Description
<p style="text-align: center;">Configuration Specialist/Manager</p>	<ul style="list-style-type: none"> • Responsible for configuration management (CM) of developmental and operational systems • Identifies configuration items, implements change control, configuration status accounting, and configuration audits • Works on teams to create and maintain software, hardware, and documentation configuration baselines (development, test, production, etc.) • Develops or modifies CM plans, policies, and procedures tailored to the complexity and scope of the developmental or operational system • Implement CM discipline for the entire life cycle of systems from initial requirements/capabilities baselines to system end-of-life • Regulates the change process so that only approved and validated changes are incorporated into product documents and related software, licenses, media, and other IT assets • Ensures that all changes to the baselines go through appropriate change boards • Tracks all problems and changes in product documents/software and reports changes, controls standard operating procedures and current configurations • Uses or recommends automated CM tools to implement CM policies and procedures

Labor Categories	Description
<p>Cybersecurity - Systems Engineer (Also known as a Computer Network Defense (CND) Engineer, CND Systems Engineer, Information Systems Security Engineer (ISSE))</p>	<ul style="list-style-type: none"> • Perform, or review, technical security assessments of computing environments to identify points of vulnerability, non-compliance with established IA standards and regulations, and recommend mitigation strategies • Validate and verify system security requirements definitions and analysis and establishes system security designs • Design, develop, implement and/or integrate IA and security systems and system components including those for networking, computing, and enclave environments to include those with multiple enclaves and with differing data protection/classification requirements • Build IA into systems deployed to operational environments • Assist architects and systems developers in the identification and implementation of appropriate information security functionality to ensure uniform application security policy and enterprise solutions • Support the building of security architectures • Enforce the design and implementation of trusted relations among external systems and architectures • Assess and mitigate system security threats/risks throughout the program life cycle • Contribute to the security planning, assessment, risk analysis, risk management, certification and awareness activities for system and networking operations

Labor Categories	Description
<p>Cybersecurity - Systems Engineer (Also known as a Computer Network Defense (CND) Engineer, CND Systems Engineer, Information Systems Security Engineer (ISSE)) Continued</p>	<ul style="list-style-type: none"> • Review certification and accreditation (C&A) documentation, providing feedback on completeness and compliance of its content • Perform system installation, configuration maintenance, account maintenance, signature maintenance, patch management, and troubleshooting of operational IA and CND systems • Apply system security engineering expertise in one or more of the following to : system security design process; engineering life cycle; information domain; cross domain solutions; commercial off-the-shelf and government off-the-shelf cryptography; identification; authentication; and authorization; system integration; risk management; intrusion detection; contingency planning; incident handling; configuration control; change management; auditing; certification and accreditation process; principles of IA (confidentiality, integrity, non-repudiation, availability, and access control); and security testing.
<p>Cybersecurity- Computer Network Defense Service Provider (CND-SP) Auditor/Inspector</p>	<ul style="list-style-type: none"> • Identify and manage network and system vulnerabilities and security events • Receive, acknowledge, disseminate, track, report (daily/weekly, and update vulnerability management (VM) alerts, vulnerability assessments, red/blue team events, security incidents, and the VM common operating picture (VM COP) • Provide inspection services across the enterprise on behalf of the organization’s Special Enclave (SE) program manager • Support or perform global DoD inspections of GENSER and SE (e.g., JWICS) services to ensure compliance to DoDI 8530 standards

Labor Categories	Description
<p>Cybersecurity- Computer Network Defense Service Provider (CND-SP) Incident Responder</p>	<ul style="list-style-type: none"> • Identify and report detected events through persistent monitoring and analysis of indications and warnings (I&W) and attack, sensing, and warning (AS&W) indicators • Respond to identified network or system cyber incidents • Analyze, contain, eradicate malicious code • Prepare and disseminate AS&W to enterprise and the CND-SP community • Conduct cyber trend analysis as well as malware analysis • Disseminate and report cyber related activities and trends • Support or conduct CND/CI coordination and reporting to the organization, DoD, and IC
<p>Cybersecurity- Computer Network Defense Service Provider (CND-SP) Infrastructure Support</p>	<ul style="list-style-type: none"> • Test, implement, deploy, maintain, and administer the infrastructure systems which are required to effectively manage the cyber, IA, and CND networks and systems (e.g., routers, firewalls, intrusion detection/prevention systems)

Labor Categories	Description
<p>Cybersecurity- Information Assurance/Security Assessor</p>	<ul style="list-style-type: none"> • Ensure that the architecture and design of DoD information systems are functional and secure • As needed, design and develop IA or IA enabled products, interface specifications, and approaches to secure the environment • Assess threats to the environment • Provide inputs on the adequacy of security designs and architectures • Participate in risk assessment during the certification and accreditation process • Ensure that the architecture and design of DoD information systems are functional and secure • As needed, design and develop IA or IA enabled products, interface specifications, and approaches to secure the environment • Assess threats to the environment • Provide inputs on the adequacy of security designs and architectures • Participate in risk assessment during the certification and accreditation process.

Labor Categories	Description
<p>Cybersecurity Officer</p>	<ul style="list-style-type: none"> • Perform a variety of Information Assurance (IA) and Computer Network Defense (CND) functions which are broad in nature and support multi-tier IA and CND functions to include, but not limited to, systems engineer, audit/inspection, infrastructure support, certification and accreditation, vulnerability management, detection and response support services • Provide support for a program, organization, system, or enclave’s information assurance program • Provide security certification test and evaluation of assets, vulnerability management and response, security assessments, and customer support • Provide support for proposing, coordinating, implementing, and enforcing information systems security policies, standards, and methodologies • Maintain operational security posture for an information system or program to ensure information systems security policies, standards, and procedures are established and followed
<p>Cybersecurity Officer (Continued)</p>	<ul style="list-style-type: none"> • Assist with the management of security aspects of the information system and performs day-to-day security operations of the system • Evaluate security solutions to ensure they meet security requirements for processing classified information • Perform vulnerability/risk assessment analysis to support certification and accreditation • Provide configuration management (CM) for information system security software, hardware, and firmware • Manage changes to system and assesses the security impact of those changes. • Prepare and reviews documentation to include System Security Plans (SSPs), Risk Assessment Reports, Certification and Accreditation (C&A) packages, and System Requirements Traceability Matrices (SRTMs) • Execute policies and guidance provided by senior functional/technical leads

Labor Categories	Description
<p>Cybersecurity Technical Specialist/Expert</p>	<p>Depending upon the Cybersecurity technical specialty, duties may include:</p> <ul style="list-style-type: none"> • Identification and reporting of detected events through persistent monitoring and analysis of I&W and AS&W indicators, dissemination and reporting (daily/weekly) of cyber related activity. • Identification and management of network and system vulnerabilities and security events; receipt, acknowledgement, dissemination, tracking and reporting (daily/weekly) of Vulnerability Management (VM) alerts, vulnerability/risk management, vulnerability assessments, red/blue team events, security incidents and VM COP • Maintaining the security baseline of sites • Provide security certification test and evaluation of assets, vulnerability management and response, security assessments, and provides customer support and guidance • Respond to identified network cyber incidents; provides analysis, containment, eradication of malicious code • Create and disseminate AS&W to enterprise and CND-SP community • Conduct cyber trend analysis

Labor Categories	Description
<p>Cybersecurity Technical Specialist/Expert (Continued)</p>	<ul style="list-style-type: none"> • CND/CI coordination and reporting to higher headquarters • Provide malware analysis. • Test, implement, deploy, maintain, and administer the infrastructure systems which are required to effectively manage the CND-SP network and resources (i.e., routers, firewalls, intrusion detection/prevention systems, and other CND tools as deployed within customers' enterprise) • Support and/or perform global DoD inspections of Special Enclave (e.g., JWICS) services to ensure compliance to DoDI 8530 standards • Ensure compliance with DoDI 8530 GENSER and Special Enclave standards, coordinate with functional leads, provide inspection services across the enterprise on behalf of Special Enclave program manager • Ensure that the architecture and design of DoD information systems are functional and secure. • As necessary, design and develops IA or IA enabled products, interface specifications, and approaches to secure the environment • Assess threats to the environment and provides input on the adequacy of security designs and architectures. • Participate in risk assessment during the Certification and Accreditation process

Labor Categories	Description
Database Administrator	<ul style="list-style-type: none">• Maintains the integrity, security and availability of multiple database(s)• Duties include disaster recovery, performance analysis and tuning, index maintenance, and monitoring of data• Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the database• Evaluates and recommends available database management system (DBMS) products• Performs database and software life-cycle activities to ensure highest level of system performance and availability and compliance with business requirements.• Performs Oracle, SQL Server, SYBASE, and other DBMS Database and Application server administration• Organizes and formats data for efficient query and storage processes

Labor Categories	Description
Database Engineer	<ul style="list-style-type: none"> • Provides technical expertise for database design, development, implementation, information storage and retrieval, data flow and analysis • Develops relational and/or Object-Oriented databases, database parser software, and database loading software • Projects long-range requirements for database administration and design • Responsible for developing a database structure that fits into the overall architecture of the system under development and has to make trades among data volumes, number of users, logical and physical distribution, response times, retention rules, security and domain controls • The DBE works primarily at the front end of the lifecycle-requirements through system acceptance testing and Initial Operational Capability (IOC) • Develops requirements from a project's inception to its conclusion for a particular business and IT subject matter area (i.e., simple to complex systems) • Assist with recommendations for, and analysis and evaluation of systems improvements, optimization, development, and/or maintenance efforts • Translates a set of requirements and data into a usable document by creating or recreating ad hoc queries, scripts, and macros; updates existing queries, creates new ones to manipulate data into a master file; and builds complex systems using queries, tables, Open Database Connectivity and database storage and retrieval using Cloud methodologies

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<p>Field Service Technician</p>	<ul style="list-style-type: none"> • Provide Tier I and II support at remote field and garrison sites • Perform server and desktop installation, basic cabling • Perform systems administration of desktop and server systems connected to local and wide area networks • Provide desktop system management involving account monitoring, security, operating system (OS) installation, and other local area system administration related functions • Be capable of running an entire remote site by themselves with demanding customers in austere or garrison locations • Maintain and load cryptographic devices and keys • Perform troubleshooting, maintenance, and repair on many types of hardware and software
<p>Graphics Specialist</p>	<ul style="list-style-type: none"> • Develops network, data center, and architecture graphics to support IT enterprise documentation • Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Examples include: network diagrams, communication DODAF diagrams, rack elevations, and JT block diagrams. • Responsible for integrating the graphics generated with automated tools and the deliverable documents • Capable of managing several tasks from several different requestors at one time

Labor Categories	Description
<p>Hardware Engineer</p>	<ul style="list-style-type: none"> • Provide hardware engineering expertise to analyze complex hardware systems, hardware design, architecture, network design and other technical hardware issues • Procure and perform acceptance testing on equipment • Provide hardware maintenance support, both preventative and remedial. Deploy, install, and implement hardware at Continental United States (CONUS) and Outside Continental United States (OCONUS) • Prepares specifications for hardware by analyzing documented and derived system requirements • Conduct site surveys • Prepares engineering plans and site Technical Design Packages • Organize and direct hardware installations. Configure (and document configuration of) computers, networking devices and various peripheral equipment. • Prepare site installation and test reports. Ensure that problems have been properly identified and solutions will satisfy the user's requirements • Prepare reports and recommendations concerning existing and emerging hardware technologies • Provide specific input to the hardware components of system design to include end-user devices, servers, networking devices, data storage devices, and specialized processors

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<p>Hardware Support/ Maintenance Technician</p>	<ul style="list-style-type: none"> • Conducts hardware maintenance and minor installations on equipment listed in the specified task order and understands the inter-operational relationships of all components to the extent required to perform maintenance services • Undertakes minor system tasks (e.g., loading software, rebooting systems) in support of hardware maintenance and operations functions • Installs and incorporates new releases, updates, or other changes to COTS hardware and software (diagnostics failures or potential failure predictions) • Operates and applies automated hardware management and diagnostics systems (to include remote management and diagnostics) and interprets findings to maintain, repair, or upgrade hardware • Plans, executes, and provides recommendations for preventative maintenance as approved by government personnel • Provides recommendations on spares, spares program, planning, and tracking operational spares and bench stock • Provides technical assistance to responding field service personnel
<p>Information Technology Analyst</p>	<ul style="list-style-type: none"> • Perform a variety of analytical tasks which are broad in nature and are concerned with the design and implementation, including personnel, hardware, software and support facilities and/or equipment Perform with some latitude for un-reviewed actions and decisions • Plan and perform analytical and engineering research, design development, and other assignments in conformance with design, engineering and customer specifications • Coordinate the activities of technicians assigned to specific analytical projects

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Labor Categories	Description
<p>Information Technology Data Analyst</p>	<ul style="list-style-type: none"> • Reviews and analyzes collected data to determine the performance and health of a system or network • Recommends and implements changes to the overall system or network to ensure service to the customer • May include recommending and making changes to hardware and software configurations across a system or network to maximize performance
<p>Installation Specialist</p>	<ul style="list-style-type: none"> • Conducts hardware infrastructure site surveys, planning, and design. • Makes recommendations on hardware, cabling, and equipment requirements. • Provides installation management to include creating list of materials, bills of materials, estimating installation project timelines, determining installation team requirements, successfully executing installation projects, and documenting project status. • Plans, builds, and installs cable patch panels and cable infrastructures. • Installs and terminates all types of standard IT cable and fiber. • Provides equipment rack installation and equipment installations within a variety of locations that includes, but is not limited to, data centers, equipment rooms, communications closets, operations centers, and user workspaces.
<p>IT Logistics Technician</p>	<ul style="list-style-type: none"> • Oversee the transportation of classified and unclassified intelligence IT equipment throughout the world • Work customs issues for worldwide transportation • Work with customers and funding personnel to ensure appropriate funding is available to meet logistics requirements • Support also includes, but is not limited to assistance in logistics management, equipment and spares database management, shipping and tracking, and managing an operational spares program

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Network Administrator	<ul style="list-style-type: none">• Perform administration duties for networking hardware including routers, switches, hubs, gateways, access points, network interface cards, networking cables, network bridges, modems, ISDN adapters, firewalls and other related network hardware• Must have firm grasp and knowledge of fiber and copper-based Ethernet technologies, capabilities and cabling and their connectivity to local and wide area networks

Labor Categories	Description
<p>Network Engineer</p>	<ul style="list-style-type: none"> • Analyzes user’s requirements, concept of operations documents, and high level system architectures to develop network requirements specifications • Guides users in formulating requirements, advises alternative approaches, and conducts feasibility studies • Analyzes network requirements and capacity and leads design and development activities • Provides technical leadership for the integration of network requirements, design, and technology • Incorporates new network plans, designs and systems into ongoing operations • Develops network architecture and network design documentation • Guides network development and implementation planning through assessment or preparation of network engineering management plans and network integration and test plans • Design and perform integration of new technologies into local and wide area networks • Provide advanced troubleshooting and problem resolution of complex network problems • Manage the transition and migration of networks and development of network addressing schemes • Interacts with the Government regarding Network Engineering technical considerations and for associated problems, issues or conflicts • Ultimate responsibility for the technical integrity of work performed and deliverables associated with the Network Engineering area of responsibility • Communicates with other program personnel, government overseers, and senior executives

Labor Categories	Description
<p>Process Improvement / Process Re-Engineering Analyst</p>	<ul style="list-style-type: none"> • Provides consulting and recommendations to managers, supervisors, and the workforce on the implementation of quality and process improvement initiatives • Develops and facilitates discovery sessions, planning meetings, training sessions, and facilitates process improvement meetings • Proposes, tailors, and develops quality/process re-engineering improvement efforts (to include the applicable documentation) to provide return-on-investment or operational improvement • Conducts benchmarking, activity modeling, and surveys • Gathers, analyzes, and quantifies performance data and measurements • Able to gather data and work with technical subject matter experts • Work with technical subject matter experts
<p>Program Manager</p>	<ul style="list-style-type: none"> • Responsible for the successful cost, schedule, and performance of the contract • Serve as the main point of contact for the Contracting Officer (CO), the Contracting Officer’s Representative (COR), the Government Program Manager, and the Contractor’s senior management • Directly contribute to program efforts in several areas, including cost management/avoidance, schedule estimation and tracking, contract performance management, risk management, requirements analysis, and quality assurance activities • Ensure proper performance of tasks necessary to ensure the most efficient and effective execution of the contract • Utilize expert communication skills needed to direct the skilled technical resources and report on the technical progress, issues, and problem areas, as well as write and review technical documents

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<p>Program Support Specialist</p>	<ul style="list-style-type: none"> • Supports the Program Manager to successfully manage the cost, schedule, and performance of the contract • Performs a variety of program management activities that include, but are not limited to, personnel management and accountability; requesting, monitoring, and reporting travel; labor hours, costs, and ODCs tracking; billing and invoicing; preparing, tracking, and disseminating contract deliverables
<p>Project Manager</p>	<ul style="list-style-type: none"> • Plan, execute, and close projects that meet or exceed customer objectives • Create clear and attainable project objectives, build project requirements, and manage constraints of cost, time, scope, and quality • Develop the overall project plan and manage project operations • Manage the project stakeholders, project team, project risk, project schedule, project budget, and project conflicts • Ensure team members know and execute their respective roles and the roles of the other team members • Ensure production schedules are met and system resources are used effectively • Coordinate resolution of production-related problems • Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services

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<p>Project Scheduler</p>	<ul style="list-style-type: none"> • Responsible for designing, developing, and maintaining detailed resource-loaded schedules for implementation, developmental and operational systems • Work with developmental and operational teams to develop detailed schedules and assists in keeping these schedules current • Use or recommend automated tools such as MS Project, Primavera or program mandated software • Develop and or modify project schedules and or the integration of multiple project schedules into an overall Master Program Schedule • Maintain the overall Master Program /Project Schedule • Link project schedules with the overarching program, Investment Portfolio, functional area and/or other Integrated Master Plans (IMPs) • Provide hands-on development of layered schedules and IMPs that address how an acquisition project is progressing and how that project contributes to overarching requirements and objectives • Maintain status on linkages and dependencies with related projects
<p>Quality Assurance Specialist/Manager</p>	<ul style="list-style-type: none"> • Organizes and maintains all quality assurance and independent verification and validation (IV&V) documentation required • Responsible for ensuring compliance with recognized standards and practices • Reviews all documentation for completeness, accuracy, and correctness personnel as a witness to testing requirements; presents IV&V results and troubleshoots technical problems; makes recommendations to improve overall quality • Certifies that deliverables have met all quality requirements

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Labor Categories	Description
<p>Satellite Field Service Technician</p>	<ul style="list-style-type: none"> • Performs deployable satellite installations, cabling, troubleshooting, maintenance, and preventative maintenance inspections. • Interfaces satellite and supporting systems to local and wide area networks. • Performs basic troubleshooting on many types of satellite and associated hardware. • Provides support at remote garrison and field sites. • Performs VSAT certifications and decertification. • Installs and troubleshoots remote sites by themselves with demanding customers in austere locations. • Maintains and loads cryptographic keys
<p>Service Desk Specialist</p>	<ul style="list-style-type: none"> • Provides first contact and incident resolution to customers with hardware, software, and application problems. Includes both customer telephone support as well as electronically submitted requests • Provides polite and friendly customer service • Attempts to resolve as many incidents during the first contact, or at Tier I. Efficiently escalates incidents to higher Tier II or Tier III when required • Documents incident status and solutions in incident database tools. • Possesses current working knowledge of computers, printers, laptops, and common windows applications • Works through various types Tier II issues with telephone assist • Provides answers to Frequently Asked Questions or solutions to common problems as part of a customer self help capability

Labor Categories	Description
Software / Web Developer	<ul style="list-style-type: none"> • Supports software and web architecture development, requirements analysis, process execution and evaluation, selection and evaluation of COTS/GOTS tools, and integration (with both new and legacy systems) • Interacts with customers and development team to gather and define requirements • Analyzes and studies customer requirements to determine the most effective software and web technologies to satisfy their needs • Designs, creates, tests, and maintains software and web based applications and content solutions to satisfy customer requirements • Follows a formal design process using formal specifications, data flow diagrams, other accepted design techniques and also adheres to laws, standards, and established guidelines for development and delivery of software and web applications (e.g., software reuse, modifiable, efficient, reliable, understandable, fault tolerant) • Coordinates creation and collection of necessary technology components and integrate them into a coherent site design • Designs and develops visually-pleasing, content rich, user-friendly interfaces with intuitive navigation • Develops and maintains software and web development technical documentation to assist with software and web application maintenance and upgrades • Provides software process management and configuration management throughout the software / web development lifecycle

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<p>Software Engineer</p>	<ul style="list-style-type: none"> • Develops, maintains, and enhances complex and diverse software systems (e.g., processing-intensive analytics, novel algorithm development, manipulation of extremely large data sets, real-time systems, and business management information systems) based upon documented requirements • Provides specific input to the software components of system design to include hardware/software trade-offs, software reuse, use of COTS/GOTS in place of new development, and requirements analysis and synthesis from system level to individual software components • Designs, implements, and integrates software applications or performs software engineering tasks • Utilizes software engineering and design methodologies appropriate to the development, integration, and production environment • Ensures efficient delivery of software engineering capabilities using industry standards and repeatable processes • Mitigates risks, controls costs and schedule variance, and effectively manages large scale, integrated software projects • Reviews and tests software components for adherence to the design requirements and documents test results

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Storage Administrator	<ul style="list-style-type: none"> • Install, operate and maintain network and storage appliances • Install patches and perform system updates • Manage storage allocation, space, and replication strategies • Analyze and resolve problems related to storage systems and network storage solutions • Troubleshoot and restore complex storage problems across the enterprise related to replication strategies and storage strategies across wide area networks • Recover data when required • Provide recommendations on storage upgrades and supports project integration as required
Subject Matter/Functional Expert	<ul style="list-style-type: none"> • Generally recognized as a leader in the industry in their area of expertise; sought out by others in the area of expertise for advice and guidance • Provide expert support, analysis, research, and advice into exceptionally complex problems, and processes relating to the subject matter • Serve as technical expert on executive-level project teams providing technical direction, interpretation and alternatives. Expertise is in a particular area of Information Technology (e.g., Cybersecurity, Information Systems Architecture, Telecommunications Systems Design, Architecture, Implementation, Information Systems Integration, Software Development Methodologies, Security Engineering, Communications and Network Systems Management). • Perform highly specialized and technical tasks associated with the most current and cutting-edge technologies • May serve as a technical consultant to a project or a number projects dealing with area of technical expertise • Coordinate with contract management and Government personnel to ensure the problems have been properly defined and the solutions satisfy customer needs

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<p>Systems Administrator</p>	<ul style="list-style-type: none"> • Perform systems administration of desktop and server systems connected to local and wide area networks. Desktop system management responsibilities involving account monitoring, security, Operating System (OS) installation, and other local area system administration related functions. • Provide support for implementation, troubleshooting and maintenance of IT systems • Manage IT system infrastructure and any processes related to these systems • Provide support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client/server/storage/network devices, mobile devices, etc. • Provide Tier 1 and Tier 2 problem identification, diagnosis and resolution of problem • Provide support for the escalation and communication of status to agency management and internal customers • Provide support for the dispatch system and hardware problems and remains involved in the resolution process • Configure and manage UNIX and Windows operating systems • Installs/loads operating system and application software • Isolate and resolve of hardware and software problems involving the applications, the operating system, the hardware, the communications infrastructure, or any combination thereof • Troubleshoot, maintain integrity and configure network components along with implementing operating systems enhancements to improve reliability and performance • Integrate new technologies into new and existing systems including the transition and migration of corporate systems.

Labor Categories	Description
<p>Systems Architect</p>	<ul style="list-style-type: none"> • Supports the development of cross functional or large-scale automated information systems to include enterprise architectures • Designs system architectures to include the software, hardware, and communications to support the total requirements and provides for present and future cross functional requirements and interfaces • Provides comprehensive definition of all aspects of system development from analysis of mission needs to verification of system performance • Performs evaluation of system alternatives and assessment of risks and costs
<p>Systems Engineer</p>	<ul style="list-style-type: none"> • Analyze user’s requirements, concept of operations documents, and high level system architectures to develop system requirements specifications • Analyze system requirements and leads design and development activities • Guide users in formulating requirements, advises alternative approaches, and conducts feasibility studies • Provide technical leadership for the integration of requirements, design, and technology • Incorporate new plans, designs and systems into ongoing operations • Develop system architecture and system design documentation • Guide system development and implementation planning through assessment or preparation of system engineering management plans and system integration and test plans • Interact with the Government regarding Systems Engineering technical considerations and for associated problems, issues or conflicts • Responsible for the technical integrity of work performed and deliverables associated with the Systems Engineering area of responsibility • Communicate with other program personnel, government overseers, and senior executives

Labor Categories	Description
<p>Technical Writer</p>	<ul style="list-style-type: none"> • Responsible for the preparation, review, revision, and maintenance of technical documents including software and systems engineering, system operations, testing, and user documentation • Writes and edits technical documentation for all of the project’s hardware and software to include installation, configuration and how-to documentation • Creates code documentation for software; produces implementation guides and end-user guides for capabilities; provides field, data definition, and data flow documentation and formats technical publications from pamphlets, technical drawings, and consultations with technical personnel and other available resources
<p>Test Engineer</p>	<ul style="list-style-type: none"> • Analyzes system requirements and concept of operations documents, acquisition plans, and system descriptions to develop evaluation and test plans and procedures, prepare for and conduct the data collection and analysis, and report status and results • Supports the development of Government test and evaluation documentation e.g., Test & Evaluation (T&E) Strategy, Test & Evaluation Master Plan, Event Test Plans, Test Readiness Assessments, and T&E Reports. Works with other test organizations to support T&E program integration • Provides specialized T&E capabilities tailored to system functions, level, maturity, and performance areas

Labor Categories	Description
<p>VTC Engineer</p>	<ul style="list-style-type: none"> • Responsible for evaluating, designing, documenting, installing, implementing, testing, maintaining, operating, removing and upgrading, and modifying audio-visual and video teleconferencing equipment systems • Working knowledge of SIP, ISM, H323, H320, H.460, TLS, RTP, SRTP, TCP/IP, and UDP; content control protocols; video compression standards; packet analyzers; routing protocols and networking fundamentals; Tandberg, Polycom, and Cisco video and voice technologies • Resolve system operational problems by troubleshooting and performing fault isolation; repair, replace, or reprogram faulty equipment as required • Perform intricate alignment and calibration procedures to ensure AV/VTC systems are operating efficiently • Provide customer consulting and training on controls, interfaces, and use of the AV/VTC equipment • Full working knowledge of commercial construction methods such as ceiling deck construction, wall framing, structural engineering, electrical wiring, and cable/fiber installation • Provide life cycle refreshment projections for VTC infrastructure and AV equipment • Conduct site surveys to establish AV/VTC equipment customer requirements, project lists of materials, cost estimates, etc.

Labor Categories	Description
<p>VTC Operator</p>	<ul style="list-style-type: none"> • Responsible for scheduling, monitoring, and Tier I operations and maintenance of secure VTC systems • Schedule and establish VTCs and conducts routine operational tests and fault isolation on VTC electronic systems and equipment • Optimize systems operation and resource utilization • Provide assistance to users in accessing and using systems • Maintain and operate a wide variety of VTC equipment to include cameras, microphones, audio and video playback, recording, and duplication devices • Continuously monitors all component equipment and takes the appropriate corrective action for restoral to operational readiness • Requires strong adherence to scheduling deadlines • Requires experience working with demanding, high ranking customers and their staff • Helpful to have previously worked in a Help/Service Desk or other customer service environment • Must have the ability to work in team environment with good customer relation skills

Labor Categories	Level 0 Capabilities and Additional Requirements
<p>Configuration Specialist / Manager</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, assist in the use of configuration management tools to store, track, and manage configuration items. Understand basic concepts, and assist in documenting hardware and software configuration management processes and procedures. Assist in implementing hardware and software version control processes, policies and procedures.</p>
<p>Cybersecurity Officer</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, provide support to senior Cybersecurity Officers for implementing, and enforcing information systems security policies, standards, and methodologies. Assist in the evaluation of security solutions to ensure they meet security requirements for processing classified information. Assist with the CM for information system security software, hardware, and firmware. Assist with preparation and maintenance of documentation. Maintain records on workstations, servers, routers, firewalls, intelligent hubs , network switches, etc. to include system upgrades.</p>

Labor Categories	Level 0 Capabilities and Additional Requirements
<p>Cybersecurity- Computer Network Defense Service Provider (CND-SP) Auditor/Inspector</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Cybersecurity- Computer Network Defense Service Provider (CND-SP) Incident Responder</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Cybersecurity- Computer Network Defense Service Provider (CND-SP) Infrastructure Support</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Cybersecurity- Information Assurance/Security Assessor</p>	<p>Labor Category Level Not Currently Requested</p>

Labor Categories	Level 0 Capabilities and Additional Requirements
<p>Cybersecurity - Systems Engineer (Also known as a Computer Network Defense (CND) Engineer, CND Systems Engineer, Information Systems Security Engineer (ISSE))</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Cybersecurity Technical Specialist/Expert</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Database Administrator</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Database Engineer</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Field Service Technician</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Graphics Specialist</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>

Labor Categories	Level 0 Capabilities and Additional Requirements
Hardware Engineer	Labor Category Level Not Currently Requested
Hardware Support / Maintenance Technician	Apply Standard Characteristics of Labor Category Capability Levels
Information Technology Analyst	Labor Category Level Not Currently Requested
Information Technology Data Analyst	Labor Category Level Not Currently Requested
Installation Specialist	Apply Standard Characteristics of Labor Category Capability Levels
IT Logistics Technician	Apply Standard Characteristics of Labor Category Capability Levels
Network Administrator	Labor Category Level Not Currently Requested
Network Engineer	Labor Category Level Not Currently Requested

Attachment 1 - Labor Category

Labor Categories	Level 0 Capabilities and Additional Requirements
Process Improvement / Process Re-Engineering Analyst	Labor Category Level Not Currently Requested
Program Manager	Labor Category Level Not Currently Requested
Program Support Specialist	Apply Standard Characteristics of Labor Category Capability Levels.
Project Manager	Labor Category Level Not Currently Requested

Labor Categories	Level 0 Capabilities and Additional Requirements
Project Scheduler	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, assist in maintaining and developing the environment for the overall Master Program/Project Schedule and or the integration of multiple project schedules into an overall Master Program Schedule. Assist in defining and implementing schedule software (MS Project, Primavera, or specific program mandated software, etc.) management processes and procedures. Implement schedule version control processes, policies and procedures.</p>
Quality Assurance Specialist/Manager	Labor Category Level Not Currently Requested
Satellite Field Service Technician	Labor Category Level Not Currently Requested
Service Desk Specialist	Apply Standard Characteristics of Labor Category Capability Levels
Software / Web Developer	Labor Category Level Not Currently Requested
Software Engineer	Labor Category Level Not Currently Requested

Labor Categories	Level 0 Capabilities and Additional Requirements
Storage Administrator	Labor Category Level Not Currently Requested
Subject Matter/Functional Expert	Labor Category Level Not Currently Requested
Systems Administrator	Labor Category Level Not Currently Requested
Systems Architect	Labor Category Level Not Currently Requested
Systems Engineer	Labor Category Level Not Currently Requested
Technical Writer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, understand basic concepts (to include basic grammar concepts), responsible for writing technical copy for various types of documents. Assist in preparing and maintaining operations documentation, user guides and manuals and technical publications. Gather technical information, prepares written text. Maintain a current internal documentation library. Use multiple word processing and presentation tools such as MS Word, PowerPoint, and Visio etc.</p>

Labor Categories	Level 0 Capabilities and Additional Requirements
Test Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, assist in system requirements and concept of operations documents, acquisition plans, and system descriptions analysis to develop evaluation and test plans and procedures. Assist data collection and analysis, and support testing status and results reporting. Support the development of Government test and evaluation documentation e.g., Test & Evaluation (T&E) Strategy, Test & Evaluation Master Plan, Event Test Plans, Test Readiness Assessments, and T&E Reports. Conduct research into and apply knowledge of Government test and evaluation concepts and related engineering, acquisition, and operations activities as needed to support the T&E activities.</p>
VTC Engineer	Labor Category Level Not Currently Requested
VTC Operator	Apply Standard Characteristics of Labor Category Capability Levels

Labor Categories	<p style="text-align: center;">Level 1 Capabilities and Additional Requirements</p>
<p style="text-align: center;">Configuration Specialist / Manager</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, understand basic concepts; assist in maintaining and developing the environment for hardware and software product build, staging, testing and integration. Assist in defining and implementing hardware and software configuration management processes and procedures; such as creating product build scripts and procedures, and integrating those scripts with the hardware and software build process. Implement version control processes, policies and procedures. Utilize configuration management tools to store, track, and manage configuration items.</p>

Labor Categories	Level 1 Capabilities and Additional Requirements
<p>Cybersecurity Officer</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, evaluate security solutions to ensure they meet security requirements for processing classified information. Propose, coordinate, implement, and enforce information systems security policies, standards, and methodologies. Maintain operational security posture for an information system or program. Provide support to the Information Systems Security Manager (ISSM) for maintaining the appropriate operational IA posture for a system, program, or enclave. Develop and maintain documentation for C&A in accordance with ODNI and DoD policies. Develop and update the system security plan and other IA documentation. Provide CM for security-relevant information system software, hardware, and firmware. Assist with the management of security aspects of the information system and perform day-to-day security operations of the system. Develop system security policy and ensures compliance. Administer the user identification and authentication mechanism of the information systems.</p>
<p>Cybersecurity- Computer Network Defense Service Provider (CND-SP) Auditor/Inspector</p>	<p>Capabilities: Apply Standard Characteristics of Labor Category Capability Levels.</p>

Labor Categories	Level 1 Capabilities and Additional Requirements
Cybersecurity- Computer Network Defense Service Provider (CND-SP) Incident Responder	Apply Standard Characteristics of Labor Category Capability Levels.
Cybersecurity- Computer Network Defense Service Provider (CND-SP) Infrastructure Support	Apply Standard Characteristics of Labor Category Capability Levels.
Cybersecurity- Information Assurance/Security Assessor	Apply Standard Characteristics of Labor Category Capability Levels.

Labor Categories	Level 1 Capabilities and Additional Requirements
<p>Cybersecurity - Systems Engineer (Also known as a Computer Network Defense (CND) Engineer, CND Systems Engineer, Information Systems Security Engineer (ISSE))</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, participate as a security engineering representative on engineering teams for the design, development, implementation and/or integration of secure networking, computing, and enclave environments. Participate as a security engineering representative on engineering teams for the design, development, implementation and/or integration of IA architectures, systems, or system components.</p>
<p>Cybersecurity Technical Specialist/Expert</p>	<p>Capabilities: Apply Standard Characteristics of Labor Category Capability Levels.</p>
<p>Database Administrator</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, operate and check the day to day operation of fielded databases to include system check, backup, recovery, and load analysis. Maintain the integrity, security, and availability of database(s). Administer, maintain, and Implement policies and procedures for ensuring the security and integrity of the database(s). Organize and format data for efficient query and storage processes. Establish and maintain database user accounts. Build or rebuild replication schemes. Troubleshoot systems with other operations functions and application developers when required.</p>

Labor Categories	Level 1 Capabilities and Additional Requirements
Database Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, support the database design, development, implementation, information storage and retrieval, data flow and analysis activities. Support the development of long and short term requirements for database administration and design. Translate a set of requirements and data into a usable database schema by creating or recreating ad hoc queries, scripts and macros, updates existing queries, creates new ones to manipulate data into a master file. Support the analysis and evaluation of system improvements, optimization, development and/or maintenance efforts. Support development of databases, database parser software, database loading software, and database structures that fit into the overall architecture of the system under development.</p>
Field Service Technician	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
Graphics Specialist	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, must have demonstrated specialized experience using commercial graphics or computer aided design programs.</p>

Labor Categories	Level 1 Capabilities and Additional Requirements
Hardware Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, analyze hardware specifications and system/subsystem requirements to conceive and document a practical design for hardware components to include servers, network devices, transmission media, storage devices, user interface devices, and special processors. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems with operational hardware have been properly identified and solutions will satisfy the user’s requirements. Conduct site surveys; assesses and documents current site network configuration and site-unique requirements. Recommend specifications for hardware acquisitions. Prepare engineering plans and site installation Technical Design Packages. Develop hardware installation schedules based upon set-up, integration, and test timelines. Prepare drawings documenting as-built configurations at each site. Prepare site installation and test reports. Configure computers, communications devices and peripheral equipment. Train site personnel in proper use of hardware. Prepare installation guides, field test procedures, and troubleshooting guides.</p>
Hardware Support / Maintenance Technician	Apply Standard Characteristics of Labor Category Capability Levels
Information Technology Analyst	Apply Standard Characteristics of Labor Category Capability Levels
Information Technology Data Analyst	Apply Standard Characteristics of Labor Category Capability Levels

Labor Categories	Level 1 Capabilities and Additional Requirements
Installation Specialist	Apply Standard Characteristics of Labor Category Capability Levels
IT Logistics Technician	Apply Standard Characteristics of Labor Category Capability Levels
Network Administrator	Apply Standard Characteristics of Labor Category Capability Levels
Network Engineer	Apply Standard Characteristics of Labor Category Capability Levels
Process Improvement / Process Re-Engineering Analyst	Apply Standard Characteristics of Labor Category Capability Levels

Labor Categories	Level 1 Capabilities and Additional Requirements
<p>Program Manager</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, perform day-to-day management of overall contract operations, supporting multiple projects and groups of contractor personnel at multiple locations. Work with the higher level program manager, if applicable, to provide effective and efficient management of the contractor’s effort. Allocate resources (staffing, facilities, and budgets) on assigned contract tasks. Review and provide input to the Integrated Program Baseline (or resource loaded schedule) to the Government. Ensure compliance with all regulatory and administrative requirements imposed by the contract in coordination with the Contractor’s contracts staff. Be knowledgeable of the guidelines provided by the Federal Acquisition Regulation (FAR) and Defense Federal Acquisition Regulation Supplement (DFARS), DoD 5000 series, and Intelligence Community Directive (ICD) 801 policies. Conduct and support requirements analysis, resource allocation, project costing, deliverable tracking, schedule and financial data monitoring, and reporting. Must have at least one (1) year of demonstrated experience supporting resource allocation, project costing, deliverable tracking, schedule and financial data monitoring, and financial reporting. A PMP certification or Federal Acquisition Certification Program/Project Managers (FAC-P/PM) Entry Level certification on Program Management or, in the alternative, OPM1 certification, is required within one (1) year of engagement on contract.</p>
<p>Program Support Specialist</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p>

Labor Categories	Level 1 Capabilities and Additional Requirements
Project Manager	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, a Project Management Professional (PMP) certification or Federal Acquisition Certification Program/Project Managers (FAC-P/PM) Entry Level certification on Project Management is required within one (1) year of engagement on contract.</p>
Project Scheduler	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, maintain the schedule product build, staging, testing, deployment and integration. Define and implement schedule configuration management processes and procedures; such as creating product build scripts and procedures, and integrate those scripts with the schedule build process. Develop schedule version control processes, policies and procedures and ensures that they are followed on development or operational schedule development and implementation projects.</p> <p>Must have one (1) years of demonstrated experience managing a schedule for an engineering program involving hardware and software development and multiple sub-components using MS Project or similar project scheduling software. Must have successfully completed an advanced level MS Project or similar project scheduling software course.</p>
Quality Assurance Specialist/Manager	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>

Labor Categories	Level 1 Capabilities and Additional Requirements
Satellite Field Service Technician	Apply Standard Characteristics of Labor Category Capability Levels
Service Desk Specialist	Apply Standard Characteristics of Labor Category Capability Levels
Software / Web Developer	Apply Standard Characteristics of Labor Category Capability Levels. In addition, codes less complex software and web applications using common commercially accepted programming languages (HTML, JAVA, XML, CGI, Visual Basic, C++). Maintain functioning user-accessible software and web applications. Support software and web application planning and deployment.
Software Engineer	Apply Standard Characteristics of Labor Category Capability Levels. In addition, analyzes user requirements to derive software design and performance requirements. Designs and codes new software or modifies existing software to add new features. Debugs existing software and corrects defects. Integrates existing software into new or modified systems or operating environments. Develops simple data queries for existing or proposed databases or data repositories. Provides recommendations for improving documentation and software development process standards.
Storage Administrator	Apply Standard Characteristics of Labor Category Capability Levels
Subject Matter / Functional Expert	Labor Category Level Not Currently Requested

Labor Categories	Level 1 Capabilities and Additional Requirements
Systems Administrator	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, provide support for implementation, troubleshooting and maintenance of IT systems. Manage the daily activities of configuration and operation of IT systems. Provide Tier 1 problem identification, diagnosis and resolution of problems. Provide assistance to users in accessing and using IT systems.</p>
Systems Architect	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
Systems Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, contribute to the development of sections of systems engineering documentation such as System Engineering Plans, Initial Capabilities Documents, Requirements specifications, and Interface Control Documents. Manage system requirements and derived requirements to ensure the delivery of production systems that are compatible with the defined system architecture(s). Assist with the development of system requirements, functional requirements, and allocation of the same to individual hardware, software, facility, and personnel components. Coordinate the resolution of action items from configuration control board (CCB) meetings, design reviews, program reviews, and test reviews that require cross-discipline coordination.</p>

Labor Categories	Level 1 Capabilities and Additional Requirements
<p>Technical Writer</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, develops, writes, and supports technical staff in the preparation of a wide variety of technical documentation, from requirements analysis, design, manuals, fielding documents, and network security documents. Understand basic concepts and write technical copy for various types of documents for a program/project of similar complexity. Prepare and maintain operations documentation, user guides and manuals and technical publications. Prepare reports, responses, and briefings targeted to a wide range of audiences. Work with developers to produce quality documentation and training materials. Coordinate layout and design of documents. Work on all phases of documentation. Assist in the preparation of documents and supports the development of contract deliverables and reports. Capable of managing several different tasks from several different requestors at one time.</p>

Labor Categories	Level 1 Capabilities and Additional Requirements
Test Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, assess operational and system performance requirements for testability and criticality to frame and prioritize T&E objectives and enable evaluation planning. Assess operational environments and priorities for evaluation attention and scenario selection, and to coordinate user participation in T&E. Analyze performance risk areas to focus T&E planning. Design surveys for evaluation of Subject Matter Expert (SME) input and user assessments of performance. Select, develop, & use analysis tools. Plan program and event level testing for collection of data required for analysis and to synch T&E events with supported decision points. Design data sampling schemes to optimize the information/resource balance and to control testing uncertainties. Select, coordinate, and calibrate Instrumentation, collection and data management tools, targets, & facilities. Ensure test readiness including training of test event participants re conduct of the event; equipment readiness, and security, legal, and privacy compliance arrangements. Produce associated Test Plans, Procedures, and Reports/Briefings, Data Management Plan.</p>
VTC Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
VTC Operator	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>

Labor Categories	Level 2 Capabilities and Additional Requirements
Configuration Specialist / Manager	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, maintain the CM environment for hardware and software product build, staging, testing and integration. Apply concepts and define and implement hardware and software configuration management processes and procedures, such as creating product build scripts and procedures, and integrate those scripts with the hardware and software build process. Develop hardware and software version control processes, policies and procedures and ensure that they are followed on hardware and software development projects. Serve as an advisor to (or non-voting member of) Government change control boards (CCB).</p>
Cybersecurity Officer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, plan and coordinate the IT security programs and policies. Manage and control changes to the system and assessing the security impact of those changes. Obtain C&A for systems under their purview. Provide support for a program, organization, system, or enclave’s information assurance program. Serve as the Approval Authority for systems under their control.</p>
Cybersecurity-Computer Network Defense Service Provider (CND-SP) Auditor/Inspector	<p>Capabilities: Apply Standard Characteristics of Labor Category Capability Levels.</p>
Cybersecurity-Computer Network Defense Service Provider (CND-SP) Incident Responder	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p>

Labor Categories	Level 2 Capabilities and Additional Requirements
<p>Cybersecurity-Computer Network Defense Service Provider (CND-SP) Infrastructure Support</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p>
<p>Cybersecurity-Information Assurance / Security Assessor</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p>
<p>Cybersecurity - Systems Engineer (Also known as a Computer Network Defense (CND) Engineer, CND Systems Engineer, Information Systems Security Engineer (ISSE))</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, participate as the primary security engineering representative on engineering teams for the design, development, implementation, evaluation, and/or integration of secure networking, computing, and enclave environments. Participate as the primary security engineering representative on engineering teams for the design, development, implementation, evaluation, and/or integration of IA architectures, systems, or system components. Support the Government in the enforcement of the design and implementation of trusted relationships among external systems and architectures. Apply knowledge of IA policy, procedures, and workforce structure to design, develop, and implement secure networking, computing, and enclave environments. Support security planning, assessment, risk analysis, and risk management. Identify overall security requirements for the proper handling of Government data. Interact with the customer and other project team members. Perform certification and accreditations by reviewing documentation and providing recommendations.</p>
<p>Cybersecurity Technical Specialist/Expert</p>	<p>Capabilities: Apply Standard Characteristics of Labor Category Capability Levels.</p>

Labor Categories	Level 2 Capabilities and Additional Requirements
Database Administrator	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, perform all database administrator functions to include disaster recovery, performance analysis and tuning, index maintenance, and monitoring of data. Coordinate and develop database backup, storage, and replication schemes across the customers' enterprise. Develop policies and procedures for ensuring the security and integrity of the database(s). Evaluate requirements and recommends available DBMS products. Perform database and software life-cycle activities to ensure highest level of system performance and availability. Provide server administration with a variety of database products that include Oracle, SQL Server, and SYBASE. Support data modeling activities by way of prototype database implementations. Work with project managers and developers to plan and implement database projects.</p>
Database Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, lead development of databases, database parser software, and database loading software. Lead development of database structures that fit into the overall architecture of the system under development. Develop requirement recommendations from a project's inception to its conclusion for a particular Business and IT subject matter area (i.e. simple to complex systems). Develop a database structure that fits into the overall architecture of the system under development and has to make trades among data volumes, number of users, logical and physical distribution, response times, retention rules, security and domain controls.</p>
Field Service Technician	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
Graphics Specialist	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, must have demonstrated specialized experience using commercial graphics or computer aided design programs.</p>

Attachment 1 - Labor Category

Labor Categories	Level 2 Capabilities and Additional Requirements
Hardware Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, organize and directs hardware installations across multiple sites. Analyze and recommend hardware specifications for project-unique or modified commercial hardware. Assist with building simulations of proposed systems and provides hardware throughput analyses to system engineers. Design and verify test harnesses/simulated interfaces for all test and integration phases. Prepare Mean-Time-Between-Failure and Mean-Time-To-Repair analyses. Analyze operational data to identify choke points, failure modes, and other data for design or maintainability improvements.</p>
Hardware Support / Maintenance Technician	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
Information Technology Analyst	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
Information Technology Data Analyst	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
Installation Specialist	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
IT Logistics Technician	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
Network Administrator	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
Network Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>

Labor Categories	Level 2 Capabilities and Additional Requirements
<p>Process Improvement / Process Re-Engineering Analyst</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
<p>Program Manager</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, perform all task of the Level 1 PM not performed at Level 1 due to the size and/or complexity of the contract. Provide day-to-day management of overall contract operations, supporting a subset of the overall task order of groups of contractor personnel possibly at multiple locations. Directs and coordinates the planning and execution of all contract support activities. Responsible for ensuring all contractor tasks and deliverables are being performed in accordance with the contract sub-task, and ensure quality assurance standards are being met. Establish and alter (as necessary) corporate management structure to direct effective contract support activities. Assist the Government PM by providing input to statutory acquisition reports and responses to Congressional Questions for the Record (QFRs). Coordinate the preparation of Engineering Change Proposals (ECPs) and value engineering proposals to the Government PM. Provide Contractor input to the Quality Assurance Surveillance Plan reviews or Award Fee reviews, as appropriate. Must possess excellent written and oral communication skills.</p> <p>Must have at least one (1) year of demonstrated experience conducting resource allocation, project costing, deliverable tracking, schedule and financial data monitoring, and financial reporting. Must have PMP certification or FAC-P/PM Entry Level certification in Program Management or, in the alternative, OPM1 certification.</p>
<p>Program Support Specialist</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p>

Labor Categories	Level 2 Capabilities and Additional Requirements
Project Manager	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, a Project Management Professional (PMP) certification or Federal Acquisition Certification Program/Project Managers (FAC-P/PM) Entry Level certification on Project Management is required.</p>
Project Scheduler	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, facilitate weekly meetings. Provide recommendations to the program manager for allocation of management reserve to address resource/schedule constraints. Coordinate a cross-walk of milestones and interdependencies among projects and/or functional areas (engineering, manufacturing, test, quality control, etc).</p> <p>Must have 2 years of demonstrated experience managing a schedule for an engineering program involving hardware and software development and multiple sub-components using MS Project or similar project scheduling software. Must have successfully completed an advanced level MS Project or similar project scheduling software course.</p>
Quality Assurance Specialist/Manager	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
Satellite Field Service Technician	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
Service Desk Specialist	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>

Labor Categories	Level 2 Capabilities and Additional Requirements
Software / Web Developer	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, applies concepts, develops, tests, maintains, and supports high-performance, innovative software and web-based applications. Troubleshoots software and web problems and provides solutions to overcome those problems using the latest technologies. Works with management and information technologists to determine specifications. Uses a variety of internet technologies, techniques and tools such as graphics software applications and object-oriented languages (e.g. Java, CGI, Visual Basic, HTML, XML) to create software and web application elements such as user interface features, algorithms, animation, special effects, databases, and e-business applications.</p>
Software Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, develops or implements algorithms to meet or exceed system performance and functional standards. Assists with developing and executing test procedures for software components. Writes or reviews software and system documentation. Develops software solutions by analyzing system performance standards, confers with users or system engineers; analyzes systems flow, data usage and work processes; and investigates problem areas. Serves as team lead at the level appropriate to the software development process being used on any particular project. Modifies existing software to correct errors, to adapt to new hardware, or to improve its performance. Designs, develops and modifies software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design. Designs or implements complex database or data repository interfaces/queries.</p>
Storage Administrator	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
Subject Matter/Functional Expert	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>

Labor Categories	Level 2 Capabilities and Additional Requirements
Systems Administrator	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, provide support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client/server/storage/network devices, mobile devices, etc. Provide Tier 1 and Tier 2 problem identification, diagnosis and resolution of problems. Provide support for the escalation and communication of status to agency management and internal customers. Optimize system operations and resource utilization, and perform system capacity analysis and planning.</p>
Systems Architect	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>
Systems Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, participate in an Integrated Product Team to design new capabilities based upon evaluation of all necessary development and operational considerations. Participate in the development of system engineering documentation, such as System Engineering Plans, Initial Capabilities Documents, Requirements Specifications, and Interface Control Documents. Participate in interface definition, design, and changes to the configuration between affected groups and individuals throughout the life cycle. Derive from the system requirements an understanding of stakeholder needs, functions that may be logically inferred and implied as essential to system effectiveness. Derive lower-level requirements from higher-level allocated requirements that describe in detail the functions that a system component must fulfill, and ensure these requirements are complete, correct, unique, unambiguous, realizable, and verifiable. Generate alternative system concepts, physical architectures, and design solutions. Develop system design solution that satisfies the system requirements and fulfills the functional analysis. Develop derived requirements for Information Assurance Services (Confidentiality, Integrity, Non repudiation, and Availability); Basic Information Assurance Mechanisms; and Security Mechanism Technology. Review and provide input to program and contract work breakdown structure (WBS), work packages and the integrated master plan (IMP).</p>

Labor Categories	Level 2 Capabilities and Additional Requirements
Technical Writer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, write technical copy for various types of documents for a program/project of similar complexity. Apply concepts for technical writing based on engineering drawings, technical information from engineering documentation, consultations with engineers and subject matter experts, and other available sources. Produce defense acquisition documentation, user manuals, training manuals, and other documentation utilized by the end-user community of DoD electronic equipment and systems. Interpret engineering and maintenance drawings, operational procedures to understand and blend large quantities of computer related information. Research highly technical subject matter, organize information from multiples sources, and express technical information in written form that is comprehensible to a wide audience of readers.</p>
Test Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, plan and execute Performance Analysis. Review planned acquisition approaches to support T&E schedule alignment with decision maker needs for T&E support. Coordinate with program Systems Engineering (SE) and review T&E-related SE information to leverage functional analysis, system descriptions, parameter selection and dependencies, Modeling and Simulation, and initial performance risk assessments to inform evaluation planning. Participate in the T&E Integrated Test Teams for coordination of evaluation plans. Execute the evaluation plan on data collected by the Testing Tasks. Produce Evaluation Plans (metric framework, scenarios/threads, timelines, requirements/T&E cross-walk), Analysis Plans, Data Requirements, Risk Assessments, Evaluation Reports, Status reports; provide input to Government T&E products (e.g., Technology Readiness Assessments, Test & Evaluation Strategy, Test & Evaluation Master Plan, T&E Plans & Procedures and Test Readiness Reports). Define and provide technical direction and guidance for junior Test Engineers assigned to the task. Recommend draft plans and reports for approval by the task leader.</p>
VTC Engineer	Apply Standard Characteristics of Labor Category Capability Levels
VTC Operator	Apply Standard Characteristics of Labor Category Capability Levels

Labor Categories	Level 3 Capabilities and Additional Requirements
<p>Configuration Specialist/Manager</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, manage, maintain and develop CM environment for hardware and software product build, staging, testing and integration. Work independently and defines and implement hardware and software configuration management processes and procedures, such as creating product build scripts and procedures, and integrate those scripts with the hardware and software build process. Ensure version control processes, policies and procedures are followed on hardware and software development projects.</p>
<p>Cybersecurity Officer</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, interact with customers, IT staff, and high-level corporate officers to define and achieve required IA objectives. Provide daily oversight and direction to contractor Cybersecurity Officers. Serve as an Information Systems Security Manager (ISSM).</p>
<p>Cybersecurity- Computer Network Defense Service Provider (CND-SP) Auditor/Inspector</p>	<p>Capabilities: Apply Standard Characteristics of Labor Category Capability Levels.</p>
<p>Cybersecurity- Computer Network Defense Service Provider (CND-SP) Incident Responder</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p>

Labor Categories	Level 3 Capabilities and Additional Requirements
Cybersecurity- Computer Network Defense Service Provider (CND-SP) Infrastructure Support	Apply Standard Characteristics of Labor Category Capability Levels.
Cybersecurity- Information Assurance/Security Assessor	Apply Standard Characteristics of Labor Category Capability Levels.
Cybersecurity - Systems Engineer (Also known as a Computer Network Defense (CND) Engineer, CND Systems Engineer, Information Systems Security Engineer (ISSE))	Apply Standard Characteristics of Labor Category Capability Levels. In addition, perform system or network designs that encompass multiple enclaves, to include those with differing data protection/classification requirements. Provide security planning, assessment, risk analysis, and risk management. Recommend system-level solutions to resolve security requirements. Support the Government in the enforcement of the design and implementation of trusted relationships among external systems and architectures. Perform certification and accreditations by reviewing documentation and providing recommendations.
Cybersecurity Technical Specialist/Expert	Capabilities: Apply Standard Characteristics of Labor Category Capability Levels.

Labor Categories	Level 3 Capabilities and Additional Requirements
Database Administrator	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, directs the monitoring, administrating, and implementing performance on database systems as well as database performance optimization, developing/changing database indices, redesigning database structure and reloading data into a database. Coordinates database architecture changes with Database Engineer (DBE)s. Directs the installation of database management systems, databases, tables and views. Directs the administration and use of current and emerging database tools, strategies and technologies.</p>
Database Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, direct the overall database structure that fits into the overall architecture of the system under development and has to make trades among data volumes, number of users, logical and physical distribution, response times, retention rules, security and domain controls. Direct fulfillment of requirements from a project's inception to it conclusion. Direct organization of requirements and data into a usable database schema by directing development of ad hoc queries, scripts, macros, updates to existing queries. Direct the development of complex systems using queries, tables, Open Database Connectivity and database storage and retrieval using Cloud methodologies.</p>
Field Service Technician	Apply Standard Characteristics of Labor Category Capability Levels
Graphics Specialist	Labor Category Level Not Currently Requested

Labor Categories	Level 3 Capabilities and Additional Requirements
Hardware Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, direct the work of other hardware engineers on a project requiring a variety of hardware engineering activities and tasks. Plan all phases of hardware project to include schedules, budgets, and maturation of technical performance parameters. Work closely with system engineering and test engineering to develop and validate hardware portion of test plans, test procedures, throughput models, failure analysis, and risk analysis. Develop proposals for the program manager to reduce or avoid customer costs in up-front acquisition costs or operational/disposal costs. Organize and direct teams to address critical system failures that potentially derive from hardware component failure or misconfiguration.</p>
Hardware Support/Maintenance Technician	Apply Standard Characteristics of Labor Category Capability Levels
Information Technology Analyst	Apply Standard Characteristics of Labor Category Capability Levels
Information Technology Data Analyst	Apply Standard Characteristics of Labor Category Capability Levels
Installation Specialist	Apply Standard Characteristics of Labor Category Capability Levels
IT Logistics Technician	Labor Category Level Not Currently Requested

Labor Categories	Level 3 Capabilities and Additional Requirements
Network Administrator	Apply Standard Characteristics of Labor Category Capability Levels
Network Engineer	Apply Standard Characteristics of Labor Category Capability Levels
Process Improvement / Process Re-Engineering Analyst	Apply Standard Characteristics of Labor Category Capability Levels
Program Manager	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, perform all tasks of the Level 2 PM not performed at Level 2 due to the size and/or complexity of the contract. Communicate issues and solutions to the broader Government management structure as requested by senior Government leaders. Provide guidance and direct tasking for Level 0, 1, and 2 program managers if any are assigned to the contract/program. Rapidly assemble and execute focused cross-disciplinary Government/Contractor teams to address urgent or unexpected cost, schedule, or technical program/contract issues.</p> <p>Must have at least 1 year of demonstrated experience in the management and control of funds and resources using complex reporting mechanisms such as Earned Value Management and at least 3 years direct experience in managing multi-task contracts and subcontracts of various types and complexity, as well as experience in leading a multi-vendor environment. Must have a PMP, DAWIA PM II or FAC-P/PM Mid-Level in Program Management.</p>

Labor Categories	Level 3 Capabilities and Additional Requirements
Program Support Specialist	Labor Category Level Not Currently Requested
Project Manager	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, a Project Management Professional (PMP) certification or Federal Acquisition Certification Program/Project Managers (FAC-P/PM) Entry Level certification on Project Management is required.</p>
Project Scheduler	Labor Category Level Not Currently Requested
Quality Assurance Specialist/Manager	Apply Standard Characteristics of Labor Category Capability Levels
Satellite Field Service Technician	Apply Standard Characteristics of Labor Category Capability Levels
Service Desk Specialist	Labor Category Level Not Currently Requested
Software / Web Developer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, in concert with the software development lead, develops, tests, maintains, and supports high-performance, innovative software and web-based applications. Analyzes and troubleshoots extremely complex software problems and provides solutions using the latest technologies. Works independently on more complex projects. Integrates new software and web products with existing software and web applications in order to improve the functionality or design of the system.</p>

Labor Categories	Level 3 Capabilities and Additional Requirements
Software Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, oversees one or more software development teams and ensures the work is completed in accordance with the constraints of the software development process being used on any particular project. Designs or implements complex algorithms requiring adherence to strict timing, system resource, or interface constraints. Perform quality control on team products. Confers with system engineers and hardware engineers to derive software requirements and to obtain information on project limitations and capabilities, performance requirements and interfaces. Coordinates software system installation and monitors equipment functioning to ensure operational specifications are met. Implements recommendations for improving documentation and software development process standards</p>
Storage Administrator	Apply Standard Characteristics of Labor Category Capability Levels
Subject Matter/Functional Expert	Apply Standard Characteristics of Labor Category Capability Levels

Labor Categories	<p style="text-align: center;">Level 3 Capabilities and Additional Requirements</p>
<p style="text-align: center;">Systems Administrator</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, provide support for the dispatch system and hardware problems and remains involved in the resolution process. Provide in-depth experience in trouble-shooting IT systems. Configure and manage UNIX and Windows (or other applicable) operating systems and installs/loads operating system software, troubleshoot, maintain integrity of and configure network components, along with implementing operating systems enhancements to improve reliability and performance. Provide detailed analysis and feedback to agency management and internal customers for escalated tickets.</p>
<p style="text-align: center;">Systems Architect</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels</p>

Labor Categories	Level 3 Capabilities and Additional Requirements
Systems Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, plan, coordinate and manage engineering projects. Act as lead in defining and executing systems engineering activities within a project. Provide comprehensive definition of all aspects of system development from analysis of mission needs to verification of system performance. A senior system engineer could support operations as needed. Ensure efficient delivery of contract capabilities using industry standards and repeatable processes. Mitigate risks, controls costs and schedule variance, and effectively manages large scale, integrated projects. Review and/or approve system engineering documentation to ensure that processes and specifications meet system needs and are accurate, comprehensive, and complete. Establish and follow a formal procedure for coordinating system integration activities among multiple teams, ensuring complete coverage of all interfaces. Capture all interface designs in a common interface control format, and store interface data in a commonly accessible repository. Establish a process to formally and proactively control and manage changes to requirements, consider impacts prior to commitment to change, gain stakeholder buy-in, eliminate ambiguity, ensure traceability to source requirements, and track and settle open actions.</p>

Labor Categories	<p style="text-align: center;">Level 3 Capabilities and Additional Requirements</p>
<p style="text-align: center;">Technical Writer</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, work independently or lead teams preparing and maintaining highly complex systems, programming and operations documentation, procedures and methods. Provide expert oversight of technical writing and editing to all phases of acquisition and technical documentation for the Program, Project, or Contract. Act as project leader for projects with complex or voluminous documentation and may provide or coordinate special documentation services as required.</p>
<p style="text-align: center;">Test Engineer</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, provide overall leadership of the T&E tasks and serve as primary liaison to the government for supporting contract coordination and task execution. Manage T&E resources and tasks; ensure quality assurance of test processes and products. Coordinate and integrate T&E tasks and products. Participate in T&E Integrated Test Teams as needed to ensure proper coordination of T&E activities. Communicate issues and solutions to the broader government and contract management structure as requested by Leadership. Drive innovation and responsiveness to program changes and evolving T&E status to help manage program risk: develop alternative courses of action, work-arounds, and fall-back positions with a recommended course of action for each risk, and monitor and re-evaluate risks at appropriate milestones. Ensure the appropriate level of independence of the team from the solution provider to support government management of objectivity risk.</p>

Attachment 1 - Labor Category

Labor Categories	Level 3 Capabilities and Additional Requirements
VTC Engineer	Apply Standard Characteristics of Labor Category Capability Levels
VTC Operator	Labor Category Level Not Currently Requested

Labor Categories	Level 4 Capabilities and Additional Requirements
Configuration Specialist/Manager	Labor Category Level Not Currently Requested
Cybersecurity Officer	Labor Category Level Not Currently Requested
Cybersecurity- Computer Network Defense Service Provider (CND-SP) Auditor/Inspector	Capabilities: Apply Standard Characteristics of Labor Category Capability Levels.
Cybersecurity- Computer Network Defense Service Provider (CND-SP) Incident Responder	Capabilities: Apply Standard Characteristics of Labor Category Capability Levels.
Cybersecurity- Computer Network Defense Service Provider (CND-SP) Infrastructure Support	Apply Standard Characteristics of Labor Category Capability Levels.
Cybersecurity- Information Assurance/Security Assessor	Apply Standard Characteristics of Labor Category Capability Levels.

Labor Categories	Level 4 Capabilities and Additional Requirements
<p>Cybersecurity - Systems Engineer (Also known as a Computer Network Defense (CND) Engineer, CND Systems Engineer, Information Systems Security Engineer (ISSE))</p>	<p>Apply Standard Characteristics of Labor Category Capability Levels. In addition, advocate and recommend system-level solutions to resolve security requirements. Monitors and suggests improvement to IA policy. Interact with customers, IT staff, and high-level corporate officers to define and achieve required IA objectives. Provide the Government assistance to ensure that the architecture and design of information systems are functional and secure, including program of record systems and special purpose environments with platform IT interconnectivity. Provide expert guidance and work product evaluation to one or more security engineers that support Engineering teams for the design, development, implementation, evaluation, and/or integration of secure networking, computing, and enclave environments.</p>
<p>Cybersecurity Technical Specialist/Expert</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Database Administrator</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Database Engineer</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Field Service Technician</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Graphics Specialist</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Hardware Engineer</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Hardware Support/Maintenance Technician</p>	<p>Labor Category Level Not Currently Requested</p>
<p>Information Technology Analyst</p>	<p>Labor Category Level Not Currently Requested</p>

Labor Categories	Level 4 Capabilities and Additional Requirements
Information Technology Data Analyst	Labor Category Level Not Currently Requested
Installation Specialist	Labor Category Level Not Currently Requested
IT Logistics Technician	Labor Category Level Not Currently Requested
Network Administrator	Labor Category Level Not Currently Requested
Network Engineer	Labor Category Level Not Currently Requested
Process Improvement / Process Re-Engineering Analyst	Labor Category Level Not Currently Requested
Program Manager	<p>Capabilities: Apply Standard Characteristics of Labor Category Capability Levels. In addition, perform all tasks of the Level 3 PM not performed at Level 3 due to the size and/or complexity of the contract. Responsible for managing very complex and/or high risk programs, and shall not serve in any other capability. Directs daily staff and task activities to meet client and corporate work objectives. Supervises assigned technical and administrative staff, including subordinate managers. Serves as a liaison with clients to coordinate activities, negotiate tasks, and solve problems. Responsible for coordinating and monitoring subcontractor activities.</p> <p>Must have at least three (3) years of demonstrated experience in the management and control of funds and resources using complex reporting mechanisms such as Earned Value Management and at least five (5) years direct experience in managing multi-task contracts and subcontracts of various types and complexity, as well as experience in leading a multi-vendor environment. Must have a PMP. DAWIA PM III or FAC-P/PM Mid-Level in Program Management.</p>
Program Support Specialist	Labor Category Level Not Currently Requested

Attachment 1 - Labor Category

Labor Categories	Level 4 Capabilities and Additional Requirements
Project Manager	Labor Category Level Not Currently Requested
Project Scheduler	Labor Category Level Not Currently Requested
Quality Assurance Specialist/Manager	Labor Category Level Not Currently Requested
Satellite Field Service Technician	Labor Category Level Not Currently Requested
Service Desk Specialist	Labor Category Level Not Currently Requested
Software / Web Developer	Labor Category Level Not Currently Requested
Software Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, serves as the technical lead of multiple software development teams. Selects the software development processes in coordination with the customer and system engineering. Recommends new technologies and processes for complex software projects. Ensures quality control of all developed and modified software. Delegates programming and testing responsibilities to one or more teams and monitor their performance.</p>
Storage Administrator	Labor Category Level Not Currently Requested
Subject Matter/Functional Expert	Apply Standard Characteristics of Labor Category Capability Levels

Labor Categories	Level 4 Capabilities and Additional Requirements
Systems Administrator	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, responsible for the design and implementation of systems, mission architecture and associated hardware. Possess an expert working knowledge and understanding of system administration interdependencies as part of the Service Oriented Architecture (SOA). Can analyze and resolve complex problems associated with server hardware, applications and software integration.</p>
Systems Architect	Labor Category Level Not Currently Requested
Systems Engineer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, responsible for managing very complex and/or high risk programs, and shall not serve in any other capability. Supervise assigned technical staff, including subordinate managers. Establish state-of-the-art techniques for designing, developing, modifying and troubleshooting highly complex computer operating hardware system. Design operating/hardware systems; formulate system concepts and architecture, specific requirements, and develop implementation approaches. Identify and direct resolution of complex hardware/software interface issues; subject matter expert on emerging technologies; direct the development of systems specifications and technical documentation. Provide technical direction for the development, engineering, interfacing, integration, and testing of all components of complex hardware/software systems to include requirements elicitation, analysis and functional allocation, conducting systems requirements reviews, developing concepts of operation and interface standards, developing system architectures, and performing technical/non-technical assessment and management as well as end-to-end flow analysis. Conduct and/or approve end-to-end system trade analyses to optimize system operations over its life-cycle through the proper balance of non-functional system performance areas.</p>

Labor Categories	Level 4 Capabilities and Additional Requirements
Technical Writer	<p>Apply Standard Characteristics of Labor Category Capability Levels.</p> <p>In addition, provide overall leadership of the T&E tasks and serve as primary liaison to the government for supporting contract coordination and task execution. Manage T&E resources and tasks; ensure quality assurance of test processes and products. Coordinate and integrate T&E tasks and products. Participate in T&E Integrated Test Teams as needed to ensure proper coordination of T&E activities. Communicate issues and solutions to the broader government and contract management structure as requested by Leadership. Drive innovation and responsiveness to program changes and evolving T&E status to help manage program risk: develop alternative courses of action, work-arounds, and fall-back positions with a recommended course of action for each risk, and monitor and re-evaluate risks at appropriate milestones. Ensure the appropriate level of independence of the team from the solution provider to support government management of objectivity risk.</p>
Test Engineer	Labor Category Level Not Currently Requested
VTC Engineer	Labor Category Level Not Currently Requested
VTC Operator	Labor Category Level Not Currently Requested