



Labor Categories Matrix for IT Professional Services

Commercial Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Educational Requirements
SENIOR DATACENTER CONSOLIDATION CONSULTANT	15+ Yrs	Analyze datacenter environment and business procedures. Determine relevant business and technology issues. Assists users to determine business and technical requirements, presents alternative approaches top address requirements, and conducts evaluation studies. Performs technology research and writes technical reports, findings, and recommendations related to the above.	Undergraduate degree in Engineering or business / project related discipline
SENIOR TELECOMMUNICATIONS CONSULTANT	5+ Yrs	Analyze telecommunication environment and business procedures. Determine relevant business and technology issues. Assists users to determine business and technical requirements, presents alternative approaches top address requirements, and conducts evaluation studies. Performs technology research and writes technical reports, findings, and recommendations related to the above.	Undergraduate degree or equivalent technical experience
TELECOMMUNICATIONS CONSULTANT	5 Yrs	Analyzes telecommunications environment and business procedures. Determines relevant business and technology issues. Assists users to determine business and technical requirements, presents alternative approaches to address requirements, and conducts evaluation studies. Performs technology research and writes technical reports, findings, and recommendations related to the above.	Undergraduate degree or equivalent technical experience
SENIOR LAN ADMINISTRATOR	5 Yrs	Performs computer systems and local area network administration functions including: system administration, system performance tuning, user operation, computer network and system troubleshooting, software and hardware installation and configuration work with third and fourth generation computer languages and relational database management systems. Requires a high level of skill in computer systems and LAN administration.	Bachelor's degree (Master's preferred) or equivalent experience



LAN ADMINISTRATOR	3 Yrs	Assists the Senior Systems Administrator in performing computer systems and local area network administration functions including: system administration, system performance tuning, user optimization computer network and system troubleshooting, software and hardware installation and configuration, and working with third and fourth generation computer languages and relational database management systems. Requires skill in computer systems and LAN administration.	Undergraduate degree or equivalent technical experience
SENIOR SYSTEMS ADMINISTRATOR	5-7 yrs	Knowledge and proven experience in one or more of the following areas: operating systems and their applications in a networked or stand-alone environment; system benchmarks and performance tuning; network protocols; network-based applications; systems planning, implementation and management for medium and large multi-user environments; system security issues and applications; network management software and platforms; various computer architectures and vendor lines; data storage technologies and their application in the IT environment; and various computer languages and software development methodologies. Designs complex network systems from requirements. Implements networks from plans. Reviews systems requirements. Analyzes, troubleshoots and develop solutions. Works independently at the highest technical level formulating creative solutions to diverse and highly complex technical assignments.	Bachelor's degree (Master's preferred) or equivalent experience
SYSTEMS ADMINISTRATOR	3-5 yrs	Knowledge and practical experience in one or more of the following areas: operating systems and their applications in a networked (heterogeneous and homogenous) or stand-alone environment; systems administration and configuration of at least two operating systems; and various computer languages and software development methodologies. Designs network systems from requirements. Implements networks from plans. Reviews systems requirements. Analyzes, troubleshoots and develops solutions.	Undergraduate degree or equivalent technical experience



HELP DESK TECHNICAL SUPPORT III	2-4 yrs	The HDT3 has demonstrated proficiency gained from specialized training and hands-on help desk environments. The HDT3 responds to telephone and e-mail problem reports by working to identify and duplicate hardware, software and application problems reported by users. The HDT3 performs root cause analysis by determining symptomatic responses to eliminate causes for the problem, focuses on isolating the probable cause and documents solutions in the Help Desk Knowledge Database. As necessary, coordinates problem identification with programmers, analysts, software engineers, and/or trainers to develop and offer responsive solutions to allow continued functionality. The HDT3 typically leads a Help Desk Call Center.	Associate's degree (Bachelors preferred) or equivalent experience.
HELP DESK TECH SUPPORT II	2-3 yrs	The HDT2 has demonstrated proficiency gained from specialized training and hands-on help desk environments. The HDT2 responds to telephone and e-mail problem reports by working to identify and duplicate hardware, software and application problems reported by users. The HDT2 performs root cause analysis by determining symptomatic responses to eliminate causes for the problem, focuses on isolating the probable cause and documents solutions in the Help Desk Knowledge Database. As necessary, coordinates problem identification with programmers, analysts, software engineers, and/or trainers to develop and offer responsive solutions to allow continued functionality. The HDT2 can work with minimal supervision.	Associate's degree (Bachelors preferred) or equivalent experience.
HELP DESK TECH SUPPORT I	1-2 yrs	The HDT1 has basic proficiency gained from specialized training in help desk processes and techniques. The HDT1 responds to telephone and e-mail problem reports by working to identify and resolve hardware, software and application problems. As necessary, the HDT1 coordinates problem identification with programmers, analysts, software engineers, and/or trainers to develop and offer responsive solutions to allow continued functionality.	High School degree (Associates preferred) or equivalent experience.



SENIOR NETWORK ENGINEER	4-6 yrs	The NE3 Provides support for technical direction and engineering expertise for communications (LAN/MAN/WAN) systems infrastructure activities, including network planning, designing, and implementing communications infrastructure requirements for buildings and systems. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces, networks, and media pathways to meet industry standards. Interfaces with internal and external customers and vendors to determine communications infrastructure needs. The NE3 typically manages a Network Operations Center (NOC).	Bachelor's degree (Master's preferred) or equivalent experience
NETWORK ENGINEER	2-4yrs	The NE2 evaluates network hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, and provides technical expertise for performance and configuration of networks. The NE2 performs general LAN/MAN/WAN administration, provides technical leadership in the integration and testing of complex large-scale computer integrated networks, and develops schedules for conversions and cutovers. The NE2 supports the Network Engineer 3 with management of the network operations center (NOC). The NE2 supervises the maintenance of network systems and supports the Network Engineer 3 with the coordination of network activities with all responsible users and sites. The NE2 can be assigned as a Network Team Lead of a small network project.	High School diploma or equivalent experience
NETWORK INSTALLER	1-2 yrs	The NE1 analyzes network characteristics such as traffic, connect time, transmission speeds, packet sizes, and throughput. The NE1 assists more senior network engineers with the installation, removal and modifications to network components. The NE1 supports more senior network engineers with user support and third-party vendors.	High School diploma or equivalent experience
SENIOR INFORMATION ASSURANCE (IA) ANALYST	5-10 yrs	Provide security architecture, policy and design guidance for business systems and networks. Individual will also provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes.	Bachelor's degree (Master's preferred) or equivalent experience
INFORMATION ASSURANCE (IA) ANALYST	3-5yrs	Individual will provide security architecture, policy and design guidance for business systems and networks. Individual will also provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes.	Bachelor's degree or equivalent experience



SENIOR DATABASE ADMINISTRATOR	6-10 yrs	The Sr. DBA understands and practices a wider range of data administration skills, often in a Business Process Reengineering context. Participates in strategic data planning, including development and implementation of database administration (DA) policies, standards, procedures, and is able to lead and train other DBA specialists. Activities may include data quality engineering, metadata consolidation and integration, metamodel development and maintenance, repository management, data warehouse design and data mining, data security administration, and formulation of enterprise-specific data metrics. Database language experience is in current database technologies.	Bachelor's degree (Master's preferred) or equivalent experience
DATABASE ADMINISTRATOR	3-5 yrs	The DBA defines and administers database organizations, standards, controls, procedures, documentation and provides experienced technical consulting in the definition, design, and creation of a database environment. Advises applications development staff and users on database solutions to business problems, data architectures, database management system facilities and capabilities, and the operation and tuning of databases. Ensures economic and efficient availability of data with adequate safeguards and designs, implements, and maintains databases with respect to access methods, access time, batch processes, device allocation, validation checks, organization, protection and security, documentation, and statistical methods including maintenance of database dictionaries, and integration of systems through database design. Develops and maintains expertise in use of automated tools for database design and implementation. Database language experience is in current database technologies.	Bachelor's degree or equivalent experience
PROGRAM MANAGER	3-5 yrs	Directs the performance of a variety of related projects, which may be organized by technology, program or client. Acts as the overall lead, manager and administrator for the contract effort. Has experience in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. Serves as the primary interface and point of contact with government program authorities and representatives on technical and program/project issues.	Bachelor's degree or equivalent experience