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ACTING ADMINISTRATOR

**STATE OF HAWAII**  
**STATE PROCUREMENT OFFICE**

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August 6, 2021

TO: Executive Departments/Agencies  
Department of Education  
Hawaii Health Systems Corporation  
Office of Hawaiian Affairs  
University of Hawaii  
Public Charter School Commission  
and Schools  
House of Representatives  
Senate  
Judiciary

City and County of Honolulu  
Honolulu City Council  
Honolulu Board of Water Supply  
Honolulu Authority for Rapid Transportation  
County of Hawaii  
Hawaii County Council  
County of Hawaii-Department of Water Supply  
County of Maui  
Maui County Council  
County of Maui-Department of Water Supply  
County of Kauai  
Kauai County Council  
County of Kauai – Department of Water

FROM: Bonnie Kahakui, Acting Administrator *Bonnie A Kahakui*

SUBJECT: **Change No. 2**  
SPO Price List Contract No. 21-06  
**NASPO VALUEPOINT INFORMATION TECHNOLOGY (IT) VENDOR MANAGED  
SERVICE PROVIDERS**  
RFP 14PSX0338  
**Expires: August 31, 2022**

The following changes are made to the price list contract:

1. The contract for Covendis is extended to August 31, 2022.
2. The point of contact information for OHA, HART and DOE is updated

The current price list contract incorporating Change No. 2 is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

If you have any questions, please contact Matthew Chow at (808) 586-0577 or [matthew.m.chow@hawaii.gov](mailto:matthew.m.chow@hawaii.gov).

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**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Price List Contract No. 21-06**

Includes Change No. 2

Effective: 08/06/2021

**NASPO VALUEPOINT  
INFORMATION TECHNOLOGY (IT) VENDOR MANAGED SERVICE  
PROVIDERS**

RFP 14PSX0338

**January 11, 2021 to August 31, 2022**

**INFORMATION ON NASPO VALUEPOINT**

The NASPO ValuePoint Cooperative Purchasing Organization is a multi-state contracting consortium of state governments, including local governments, of which the State of Hawaii is a member. NASPO ValuePoint Purchasing Organization seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of Connecticut is the current lead agency and contract administrator for the NASPO ValuePoint IT Vendor Managed Service Providers contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization and contracts were awarded to three (3) qualified Contractors.

The purpose of this contract is to provide IT Professionals via a VMS System. This is intended to establish new, replace and/or supplement current IT temporary staffing.

For additional information on this contract, visit the NASPO ValuePoint website at <https://www.naspovaluepoint.org/portfolio/it-vendor-managed-service-2017-2022/>.



**PARTICIPATING JURISDICTIONS** listed below have signed a cooperative agreement with the SPO and are authorized to utilize this price list contract.

Executive Departments/Agencies	City and County of Honolulu
Department of Education (DOE)	Honolulu City Council
Hawaii Health Systems Corporation	Honolulu Board of Water Supply
Office of Hawaiian Affairs	Honolulu Authority for Rapid Transportation
University of Hawaii	County of Hawaii
Public Charter School Commission and Schools	Hawaii County Council
House of Representatives	County of Hawaii – Department of Water Supply
Senate	County of Maui
Judiciary	Maui County Council
Kauai County Council	County of Maui – Department of Water Supply
County of Kauai – Department of Water	County of Kauai

The participating jurisdictions are not required but may purchase from this price list contract, and requests for exception from the contract are not required. Participating jurisdictions are allowed to purchase from other contractors; however, HRS chapter 103D, and the procurement rules apply to purchases by using the applicable method of procurement and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources is at the discretion of the participating jurisdiction.

**POINT OF CONTACT.** Questions regarding the products listed, ordering, pricing and status should be directed to the contractor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Telephone	Fax	E-mail
Executive	Matthew Chow	586-0577	586-0570	<a href="mailto:matthew.m.chow@hawaii.gov">matthew.m.chow@hawaii.gov</a>
DOE	Procurement Staff	675-0130	675-0133	<a href="mailto:G-OFS-DOE-Procurement@k12.hi.us">G-OFS-DOE-Procurement@k12.hi.us</a>
HHSC	Nancy Delima	359-0994		<a href="mailto:ndelima@hhsc.org">ndelima@hhsc.org</a>
OHA	Christopher Stanley	594-1833	594-1865	<a href="mailto:chriss@oha.org">chriss@oha.org</a>
UH	Karlee Hisashima	956-8687	956-2093	<a href="mailto:karlee@hawaii.edu">karlee@hawaii.edu</a>
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	<a href="mailto:danny.vasconcellos@spcsc.hawaii.gov">danny.vasconcellos@spcsc.hawaii.gov</a>
House	Brian Takeshita	586-6423	586-6401	<a href="mailto:takeshita@capitol.hawaii.gov">takeshita@capitol.hawaii.gov</a>
Senate	Carol Taniguchi	586-6720	586-6719	<a href="mailto:c.taniguchi@capitol.hawaii.gov">c.taniguchi@capitol.hawaii.gov</a>
Judiciary	Tritia Cruz	538-5805	538-5802	<a href="mailto:tritia.l.cruz@courts.hawaii.gov">tritia.l.cruz@courts.hawaii.gov</a>
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	<a href="mailto:bfpurchasing@honolulu.gov">bfpurchasing@honolulu.gov</a>

Jurisdiction	Name	Telephone	Fax	E-mail
Honolulu City Council	Kendall Amazaki, Jr. Nanette Saito	768-5084 768-5085	768-5011	<a href="mailto:kamazaki@honolulu.gov">kamazaki@honolulu.gov</a> <a href="mailto:nsaito@honolulu.gov">nsaito@honolulu.gov</a>
Honolulu Board of Water Supply	Procurement Office	748-5071		<a href="mailto:fn_procurement@hbws.org">fn_procurement@hbws.org</a>
HART	Dean Matro	768-6246		<a href="mailto:dean.matro@honolulu.gov">dean.matro@honolulu.gov</a>
County of Hawaii	Diane Nakagawa	961-8440	961-8248	<a href="mailto:Diane.Nakagawa@hawaiicounty.gov">Diane.Nakagawa@hawaiicounty.gov</a>
Hawaii County Council	Diane Nakagawa	961-8440	961-8248	<a href="mailto:Diane.Nakagawa@hawaiicounty.gov">Diane.Nakagawa@hawaiicounty.gov</a>
County of Hawaii- Department of Water Supply	Ka'iulani L. Matsumoto	961-8050 x224	961-8657	<a href="mailto:kmatsumoto@hawaii.dws.org">kmatsumoto@hawaii.dws.org</a>
County of Maui	Jared Masuda	463-3816		<a href="mailto:jared.masuda@co.maui.hi.us">jared.masuda@co.maui.hi.us</a>
Maui County Council	Marlene Rebugio	270-7838		<a href="mailto:marlene.rebugio@mauicounty.us">marlene.rebugio@mauicounty.us</a>
County of Maui- Department of Water Supply	Kenneth L. Bissen	270-7684	270-7136	<a href="mailto:ken.bissen@co.maui.hi.us">ken.bissen@co.maui.hi.us</a>
	Holly Perdido	270-7684	270-7136	<a href="mailto:holly.perdido@co.maui.hi.us">holly.perdido@co.maui.hi.us</a>
County of Kauai	Ernest Barreira	241-4295	241-6349	<a href="mailto:ebarreira@kauai.gov">ebarreira@kauai.gov</a>
Kauai County Council	Lisa Ishibashi	241-4820	241-6349	<a href="mailto:lishibashi@kauai.gov">lishibashi@kauai.gov</a>
	Scott Sato	241-4810	241-6349	<a href="mailto:ssato@kauai.gov">ssato@kauai.gov</a>
County of Kauai- Department of Water	Marcelino Soliz	245-5470	241-5813	<a href="mailto:msoliz@kauaiwater.org">msoliz@kauaiwater.org</a>

**USE OF PRICE & VENDOR LIST CONTRACTS BY NONPROFIT ORGANIZATIONS.** Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price & vendor lists contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wishes to purchase from a SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor, i.e., participation must be mutually agreed upon. A Contractor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a SPO price or vendor list Contractor(s).

**CONTRACTORS.** The following contractors are listed in this price list contract. They have signed a Master Agreement with the State of Connecticut and a Participating Addendum with the Hawaii State Procurement Office.

Covendis

**VENDOR CODES** for annotation on purchase orders are obtainable from the *Alphabetical Vendor Edit Table* available at your department's fiscal office. Agencies are cautioned that the remittance

address on an invoice may be different from the address of the vendor code annotated on the purchase order.

**COMPLIANCE PURSUANT TO HRS §103D-310(c).** Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Price List Contract No. 21-06. *No further compliance verification is required prior to issuing a contract, purchase order, or pCard payment when utilizing this contract.*

**PURCHASING CARD (pCard).** The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive departments/agencies, excluding DOE, HHSC, OHA and UH for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

**PURCHASE ORDERS** may be issued for purchases \$2,500 or more, and for Contractors who either do not accept the pCard, set minimum order requirements before accepting the pCard for payment, or charge its customers a transaction fee for the usage.

**“SPO PL CONTRACT NO. 21-06 & NASPO VALUEPOINT CONTRACT NO.”** For Covendis (14PSX0338AA) shall be typed on purchase orders issued against this price list contract. For pCard purchases, the SPO PL Contract No. 21-06 and Master Agreement No. shall be notated on the appropriate transaction document.

**STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE** shall not exceed the following rates if seller elects to pass on the charges to its customers.

COUNTY	COUNTY SURCHARGE TAX RATE	STATE GET	MAX PASS-ON TAX RATE	EXPIRATION DATE OF SURCHARGE TAX RATE
C&C OF HONOLULU	0.50%	4.0%	4.7120%	12/31/2030
HAWAII	0.50%	4.0%	4.7120%	12/31/2030
COUNTY OF MAUI (including Molokai and Lanai)	0.0%	4.0%	4.1666%	No county surcharge
KAUAI	0.50%	4.0%	4.7120%	12/31/2030

The GET or use tax and county surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County surcharges on state general excise (GE) tax or Use tax may be visibly passed on but is not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation's website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

**PAYMENTS** are to be made to the Contractor(s) remittance address. HRS §103-10 provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. Payments may also be made via pCard.

**VENDOR AND PRODUCT EVALUATION** form, SPO-012, for the purpose of addressing concerns on this vendor list contract, is available to agencies at the SPO website: <http://spo.hawaii.gov>. Click on *Forms* on the home page.

**PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET** at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

**RESPONSIBILITIES OF THE CONTRACTOR:**

- Overall program management
- Reporting and tracking
- Resource acquisition
- Performance oversight
- Need analysis and consultation
- Consolidated billing
- Help desk support
- Provide qualified, competent, licensed and certified IT professionals with the specific technical expertise, experience, licenses, certifications and other qualifications requested by the purchasing entity.
- In cases where special licenses, accreditations or certifications are required by State, Federal or Local law, statute or regulation to perform services of specified job descriptions, Contractor shall be required to provide copies of such license, accreditation or certification within five business days upon request.

**STATEMENT OF WORK (SOW).** Statement issued in connection with a Purchase Order for a Deliverable or Service available under this Contract which sets forth all work and payment requirements for Contractor's Performance in connection with said Purchase Order.

Revisions outside the scope of the SOW or changing the scope of the SOW will not be allowed. A new SOW must be submitted and approved by all parties. Changes within scope of the SOW may be made in accordance with Change Orders.

Each SOW must include at a minimum:

- a. Hours, schedule, location of workplace
- b. Deliverables and Services to be provided by Contractor
- c. Purchasing Entity requirements for reporting requirements
- d. Documentation required from the Contractor (e.g., reports, manuals, analysis, or other documentation as identified by the Purchasing Entity)
- e. Applicable technical standards required by the Purchasing Entity
- f. Purchasing Entity policies and procedures
- g. Applicable time frames or implementation schedule for the Deliverables and Services
- h. Evaluation, testing and acceptance requirements
- i. Cost of the Deliverables and Services per Product & Pricing Schedule, and a payment schedule for same
- j. Position Title and name of IT Professional(s) Performing under the SOW.
- k. Support and maintenance obligations, if required by the Purchasing Entity
- l. Additional background checks required

## **CHANGE ORDERS**

- a. The Purchasing Department may, at any time, with written notice to Contractor, request changes within the Statement of Work, if applicable. Such changes may include, but are not limited to, modifications or other changes required by new or amended state and/or Federal laws and regulations relating to functional requirements and processing procedures, or involving the correction of System deficiencies. Prior to expiration of any Warranty Period, any changes required because the System does not fully perform in accordance with this Contract, shall be made by Contractor without charge to the Purchasing Department. Any investigation necessary to determine the source of the problem requiring the change shall be done by Contractor at its sole cost and expense.
- b. A change order request may be issued only by the Purchasing Department and must be in writing. As soon as possible after Contractor receives a written change order request, but in no event later than fifteen (15) calendar days thereafter, the Contractor shall provide the Purchasing Department with a written statement confirming the change has no price impact on the Contract or, if there is a price impact, Contractor shall provide the Purchasing Department a written statement explaining the price increase or decrease involved in implementing the requested change.
- c. If the Purchasing Department issues a change order requesting a change to the System to comply with changes to Federal or State law, or changes to regulations affecting the Purchasing Department, the Contractor shall perform the changes at no additional cost to the Purchasing Department.
- d. No change order with a price impact will be effective until Contractor receives written confirmation from the Purchasing Department.

## **REQUESTING/HIRING STATE ENTITY/PURCHASING DEPARTMENT RESPONSIBILITY**

The Purchasing Department shall have the right to interview any potential IT Professional candidate to determine their ability to perform the services per the SOW.

- a. The Purchasing Department shall provide all necessary supplies, equipment, work space and parking for the IT Professional.
- b. The Purchasing Department shall pay the Contractor for hours worked when a Contractor provides personnel on a specified date and time, and the Contractor's personnel appears on time to perform the specified services.
- c. The Purchasing Department shall have the right to accept or reject any IT Professional provided by the Contractor at any time with or without cause.

## **FINANCIAL REQUIREMENTS**

- a. The Contractor shall bill the Purchasing Department in increments not exceeding 1/4th of an hour for the work of the IT Professional.
- b. The Contractor shall require the IT Professional to work the hours and schedule approved by the Purchasing Department. All of the time worked will be subject to verification by the Purchasing Department. The Contractor shall keep true and accurate records of the time worked.
- c. Unless otherwise previously approved in writing by the Purchasing Department, the Contractor shall be responsible for the costs and expenses of the IT Professional attending or otherwise participating in training events.



- d. The Contractor shall be solely responsible for all costs and expenses associated with the transportation of Contractor's personnel and their possessions.
- e. The Contractor shall not bill for travel time for travel from the IT Professional's place of residence and Purchasing Department's location.
- f. The Contractor shall not be paid any out-of-pocket expenses incurred for travel to the Purchasing Department's location. Contractor shall be entitled to reimbursement of travel expenses incurred only if the expenses were authorized beforehand, in writing, by the Purchasing Department. Payments may not exceed the State's most current State managerial expense rate.
- g. The Contractor and IT Professional shall not attend training courses at the expense of the Purchasing Department, unless such courses are in the best interests of the Purchasing Department and training is included within the approved SOW. Credit for all or a portion of training may be collected by the Purchasing Department if the IT Professional leaves or is assigned elsewhere within six months of the training date. Credit must be pro-rated based on post-training time in Position Title.
- h. There shall be no upward reclassification of an IT Professional during the term of the SOW into a higher experience category for pay purposes. Revisions to the SOW regarding Position Title, level of experience, or responsibilities of the IT Professional must be within the scope of the initial SOW and must be made in writing by the Purchasing Department to the Contractor.
- i. Payment will be made for actual hours worked. The Contractor shall require the IT Professional to work the hours and schedule as mutually agreed upon in the SOW. Purchasing Department and Contractor shall make reasonable efforts to accommodate schedule changes with sufficient prior notice, two 2 weeks whenever possible. Revisions made in any SOW must be made in writing in accordance with Change Orders of the Contract. All hours worked will be subject to verification by the Purchasing Department.
- j. Overtime, any time worked over forty (40) hours in one work week, requires prior Purchasing Department approval. If overtime is authorized by the Purchasing Department, overtime will be paid as mutually agreed upon but must not exceed 1-1/2 times the appropriate hourly rate.

### **WEB BASED SOLUTION**

The Contractor shall implement and maintain a customized web based VMS solution, which is being provided as a service and not as licensed software that minimally includes the following capabilities:

- a. IT Professional staffing search and recruitment capabilities, including specialized and niche IT areas
- b. IT Professional candidate resume submission and selection capabilities
- c. IT Professional candidate ranking capabilities
- d. Reporting capabilities for both standard and ad hoc reports
- e. On-line search and query functions
- f. Ability to capture and manage expenditures under the Contract
- g. Ability to track, monitor and manage IT Professional Performance
- h. Customization to meet PE needs
- i. Timekeeping and invoicing functionality

- j. Ability to complete, approve and transmit SOW to Contractor
- k. Maintain active links to contractual Position Titles and pricing
- l. Maintain active links to Contractor's SLAs, escalation policy, procedure, and contact information
- m. Contractor Performance feedback capability
- n. Other capabilities related to Contractor's services as the PE may request, within scope of this Contract

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### **Application Developer**

Full-time professional work experience in the development and support of Information Technology applications. Successful completion of an Information Technology Certification program, accredited college and/or graduate training may substitute for the required work experience.

### **Application Systems Analysis/Programming Manager**

Full-time professional work experience in Information Technology. At least one (1) year of the experience must be in an Administrative; Managerial; or Supervisory capacity.

Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as an Application Systems Analysis/Programming-Supervisor may substitute for all of the required experience.

### **Application Systems Analysis/Programmer**

Full-time professional work experience in Information Technology.

Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as an Application Systems Analysis/Programming-Specialist; Application Systems Analysis/Programming-Intermediate; Application Developer-Senior may substitute for all of the required experience.

### **Architect**

Creates and implements a design for the storage and maintenance of data. Develops approaches for warehouse implementation, data acquisition and archive recovery. Deletes old data when necessary. May evaluate new data sources for adherence to quality standards and ease of integration. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor or manager. May require a bachelor's degree.

### **Business Analyst**

Individuals in this position have demonstrated experience in the standard concepts, practices, and deliverables related to Business Analysis in support of software development projects. Understands how to gather and document requirements. Has a working knowledge of the software development lifecycle. Works under limited supervision with considerable latitude for the use of initiative and independent judgment. Some familiarity with the use of standard market Testing tools.

### **Business Subject Matter Expert**

A subject-matter expert (SME) or domain expert is a person who is an authority in a particular area or topic. The term domain expert is frequently used in expert systems software development, and there the term

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always refers to the domain other than the software domain. A domain expert is a person with special knowledge or skills in a particular area of endeavor.

### **Business Systems Consultant**

Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience.

Substitutions: Accredited college training may substitution for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Accredited graduate training in Business Administration, Information Technology, or a related area may substitute for the required work experience with a maximum substitution of two (2) years. (Fifteen (15) semester hours in Information Technology or a related area is required in either the undergraduate or graduate training).

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Project Manager-Associate ; Quality Assurance Senior Analyst ; Business Systems Consultant-Intermediate ; Quality Assurance Analyst may substitute for all of the required experience.

### **Business Systems Consultant Manager**

Full-time professional Information Technology Project Development experience and/or Function/Business Process Analysis with at least one (1) year of experience in an Administrative; Managerial; or Supervisory capacity.

Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Project Manager-Senior ; Quality Assurance Manager ; Project Manager-Intermediate may substitute for all of the required experience.

### **Communications Analyst**

Full-time professional work experience in telecommunications including the planning, design, and implementation of communication networks. Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required. Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

### **Computer Operations Manager**

Full-time professional work experience in Information Technology. At least one (1) year of experience must be in an Administrative; Managerial; or Supervisory capacity.

Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

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Two (2) years of work experience as a Data/Voice Communications Manager; LAN Administrator Manager; Help Desk Manager; Systems Administrator Manager; Production Control Manager; Network Engineer-Senior; LAN Administrator-Senior ; Help Desk Service Specialist-Senior ; Systems Administrator-Senior may substitute for all of the required experience.

### Computer Operator

Monitors and controls computers and peripheral data processing equipment. Enters commands using computer terminal and manages controls on computer and peripheral equipment. Monitors the system for failure or errors and responds by addressing issues or notifying a supervisor. Loads peripheral equipment such as tapes and printer paper for operating runs. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. May require an associate's degree.

### Computer Scheduler

Full-time work experience as a Computer Operator.

Substitutions: Accredited College Training may substitute for the required work experience with a maximum substitution of two (2) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

### Data Administrator

Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Database Analyst-Senior ; Data Warehousing Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.

### Data Architect

Full-time professional work experience in Information Technology. At least three (3) years of the required professional work experience must be in Data Warehousing Management. Substitutions: Accredited college training may substitute for the required work experience except for the Data Warehousing Management experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Database Analyst-Senior ; Data Administrator ; Data Warehousing Administrator ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.

### Data Entry Operator

Operates a data entry device, such as a keyboard or optical scanner, to enter data into an electronic format.

Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. Requires a high school diploma or its equivalent and 0–2 years of relevant experience.

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### Data Processing Operator

Six (6) months full-time clerical, data entry, or related experience. Must score 45 correct words per minute on a standard typing test. Typing scores will be accepted from accredited high schools, colleges, vocational schools, and business schools if taken within the past three (3) years and submitted on a standard form or letterhead stationery of the school. Substitutions: Accredited college training may substitute for the required experience with a maximum substitution of six (6) months. Completion of a training program in data entry from an accredited vocational or business school may substitute for the required experience.

### Data Warehouse Administrator

Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Database Analyst-Senior ; Data Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.

### Data Warehouse Analyst

Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Database Analyst-Intermediate ; Data Warehousing Programmer; Database Analyst-Associate may substitute for all of the required experience.

### Data/Voice Communications Manager

Full-time professional work experience in Network Communication, Network Design and/or Configuration Management. At least one (1) year of the above experience must be in an Administrative; Managerial; or Supervisory capacity. Substitutions: Accredited college training may substitution for the required work experience except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a LAN Administrator Manager (EAP6); Help Desk Manager; Systems Administrator Manager; LAN Administrator Supervisor; Network Engineer-Senior ; LAN Administrator-Senior; Help Desk Service Specialist-Senior (1BG1) and Systems Administrator-Senior may substitute for all of the required experience.

### Database Administrator

Provides technical support for the development, implementation and maintenance of an internal database. Maintains policies and procedures for ensuring database's security and integrity. Implements data models,

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database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Relies on knowledge and professional discretion to plan and achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 2–4 years of relevant experience.

### Database Analyst

Maintains data storage and access by evaluating, designing and implementing company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications and constructions. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a manager. May require a bachelor's degree in a related area and 0–2 years of relevant experience. Full-time professional work experience in Software Development, Maintenance, or Implementation. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Data Administrator ; Data Warehousing Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.

### Database Manager/Administrator

Provides technical leadership for architecture, design, documentation and maintenance of an internal database and related systems. Oversees the evaluation, design and implementation of database enhancements and develops a long-term strategy for data storage. Establishes policies and procedures related to data security and integrity and monitors and limits database access as needed. Relies on extensive knowledge and professional discretion to achieve goals. Manages others. Significant ingenuity and flexibility is expected. Usually reports to top management. Requires a bachelor's degree with at least 7 years of relevant experience.

### Disaster Recovery Administrator

Full-time professional work experience in Information Technology. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Information Security Analyst-Senior ; Disaster Recovery Analyst and Information Security Analyst may substitute for all of the required experience.

### Disaster Recovery Analyst

Full-time professional work experience in Information Technology. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Information Security Analyst may substitute for all of the required experience.

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### Enterprise Architect

Individuals in this position have achieved a mastery level of experience that includes the capabilities of Software Engineers 1, 2 and 3 and who have the knowledge, skills, education and prior experience that involves the full and complete design of enterprise software solutions. Is able to clearly communicate and document designs both at a logical and physical level and work with other technical stakeholders as needed. Supports the activities of the Enterprise Architecture program. This position is for DAS/BEST use and is not for individual Client Agency use.

### Graphic Artist

Individuals with demonstrated experience in graphic design in the areas of interactive or static web content. Has fluency in current graphic design practices and web production software, such as, Adobe Photoshop, Adobe Illustrator, Adobe After Effects; Strong design style, including creative design solutions within the constraints of the Internet; Strong technical knowledge of how web-based technologies, and how they apply to web design such as HTML, Flash, CSS, and AJAX; solid understanding of and experience.

### Help Desk Analyst

See Help Desk Technician

### Help Desk Coordinator

Full-time professional work experience in Business and/or Information Technology. Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) One (1) year of work experience as a Systems Administrator-Associate and Help Desk Coordinator-Intermediate may substitute for all of the required experience.

### Help Desk Manager

Oversees timely delivery of quality technical support to internal and external customers. Manages help desk personnel and develops policies and procedures governing how to troubleshoot IT issues, including identification, documentation, distribution and resolution. May assess new products or services and suggest enhancements to senior management. Relies on extensive knowledge and professional discretion to achieve goals. Manages others. Usually reports to a department head. Significant ingenuity and flexibility is expected. Requires a bachelor's degree and at least 7 years of relevant experience.

### Help Desk Service Specialist

Full-time professional work experience in Business and/or Information Technology. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Network Engineer-Intermediate ; LAN Administrator-Intermediate ; Systems Administrator-Intermediate ; Network Engineer-Associate ; LAN Administrator-Associate may substitute for all of the required experience.



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### Help Desk Technician

Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities. Documents, tracks and monitors the problem to facilitate a timely resolution. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. May require an associate's degree in a related area.

### Independent Verification & Validation

An Individual with the knowledge, skills, education and demonstrated experience in performing Independent Verification and Validation activities in the context of technology projects. An individual familiar with IV&V tasks and activities of Institute of Electrical and Electronics Engineers (IEEE) Standard 1012-2004 and/or other applicable, lifecycle-appropriate IEEE Standards (e.g., 12207 Software Life Cycle). The individual is familiar with the federal IV&V standards found at 45 CFR 307.15(b)(10).

### Information Security Analyst

Experience in the field of Information Systems Security required. CISSP, CISM, CISA, or System Administration, Networking, and Security Institute ("SANS")/ Global Information Assurance Certification ("GIAC") certifications preferred. Cisco or Microsoft certifications preferred, with extra preference given to advanced Cisco or Microsoft certifications such as Cisco Certified Security Professional ("CCSP"), Cisco Certified Network Professional ("CCNP"), Cisco Certified Design Professional ("CCDP"), Cisco Certified Internetwork Expert ("CCIE"), or Microsoft Certified Systems Engineer ("MSCE").

- ☐ Analyst must have working knowledge of relevant FISMA/ NIST information security regulations and guidelines.
- ☐ Working knowledge of IT Security Best Practices regarding (a) networks and networking including protocol analysis, anomaly detection, and troubleshooting, and/ or (b) working knowledge of IT Security Best Practices regarding Windows and \*nix Servers and workstations required.
- ☐ Significant working experience with vulnerability assessment tools including but not limited to the following technologies; databases, web based applications, Windows and \*nix file servers and data networks.
- ☐ Working knowledge of HIPAA, IRS and Social Security Administration information security standards and regulations preferred.

### Information Security Manager

Full-time professional work experience in Information Technology, IT Security and/or Application Systems and Assets. At least one (1) year of the above experience must be in an Administrative; Managerial; or Supervisory capacity. Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Information Security Analyst-Senior ; Disaster Recovery Administrator may substitute for all of the required experience.

### Information Security Project Manager

Project management experience required. Minimum of three (3) years of project management experience at the State or Federal government level required.

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Experience at the State or Federal Government level preferred, experience in:

- ☐ The development, maintenance, and implementation of project plans in accordance with standard project management methodologies.
- ☐ Reporting status and project metrics to agency executive management.
- ☐ Operating in a matrix environment– overseeing multiple timelines and performance measurement criteria.
- ☐ Organizing, facilitating and communicating project activities within, across and outside the organization.
- ☐ Documenting project milestones for audit purposes.
- ☐ Leading training development initiatives to satisfy project requirements.
- ☐ Leading training and awareness initiatives to satisfy State and Federal regulatory requirements.
- ☐ Managing multiple concurrent projects.
- ☐ The facilitation of workgroup meetings in specific Information Security areas of interest.
- ☐ Candidates must have strong knowledge of FISMA/ NIST based Information Security Risk Management Frameworks and Risk Analyses methodologies.

### Information Systems Auditor

Assesses the performance of IT infrastructure, systems and policies versus established corporate standards for productivity, accuracy and security. Reviews processes pertaining to data processing, data security and programming guidelines. Assesses potential risks and recommends enhancements. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require a bachelor's degree and 0–2 years of relevant experience.

### Information Systems Security Compliance Manager

Experience as a practitioner in the field of IT Security required. Minimum three (3) years of experience in designing and managing the implementation of Information System Security projects at the State or Federal Government levels preferred. Certified Information Systems Security Professional (“CISSP”) or Certified Information Security Manager (“CISM”) certifications required. Additional security certifications such as Certified Information Systems Auditor (“CISA”), Certified Secure Software Lifecycle Professional (“CSSLP”), Certified Authorization Professional (“CAP”), Certified HIPAA Security Professional (“CHSP”), GIAC HIPAA Security Certificate (“GHSC”) or Certified HIPAA Security Specialist (“CHSS”) preferred.

- ☐ Strong demonstrable working knowledge of the Federal Information Security Management Act (“FISMA”) Information Security Governance Standards and the National Institute of Standards and Technology (“NIST”) Information Systems Risk Management guidelines.
- ☐ Strong demonstrable working knowledge of the Health Insurance Portability and Accountability Act (“HIPAA”), Internal Revenue Service (“IRS”) and Social Security Administration (“SSA”) security regulations required.
- ☐ Strong working knowledge of Best Practices regarding physical security evaluations.
- ☐ Strong working knowledge of IT Security Best Practices regarding Data Networks and Networking, including but not limited to protocol analysis, anomaly detection, data loss prevention, intrusion prevention/detection and troubleshooting preferred.
- ☐ Strong working knowledge of IT Security best practices regarding Windows and \*nix Servers preferred.
- ☐ Strong working knowledge of IT Security Best Practices required regarding Relational Databases.
- Working experience at the State or Federal Government level is required in the following categories:
  - ☐ NIST guidelines and Federal Information Processing Standard (“FIPS”) certification requirements regarding the testing, selection, implementation and management of encryption technologies.
  - ☐ The development, maintenance and implementation of Federal Information Security Management Act (“FISMA”)/ NIST based Information System Risk Management methodologies, including but not limited to Risk Analyses methodologies, Data Classification Analyses, Control Analyses.
  - ☐ The management and successful completion of NIST based Risk Analyses.

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- ☐ The facilitation of workgroup meetings in specific Information Security areas of interest.
- ☐ The interpretation and analysis of State and Federal Information Security regulatory requirements- experience with HIPAA, IRS and SSA regulatory environments preferred.
- ☐ The provision of cost effective regulatory compliance solutions.
- ☐ The development, maintenance, and implementation of project plans in accordance with standard project management methodologies.
- ☐ The planning and analysis of Vulnerability Scans of wired and wireless data networks, Windows workstations, Windows and \*nix File Servers, Relational Databases and Web based applications.

### LAN Administration Manager

Full-time professional work experience in Network Installation and/or Network Configuration and Repair. At least one (1) year of the above experience must be in an Administrative; Managerial; or Supervisory capacity.

Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Data/Voice Communications Manager ; Help Desk Manager ; Systems Administrator Manager ; LAN Administrator Supervisor may substitute for all of the required experience.

### LAN Administrator

Full-time professional work experience in Network Installation and/or Network Configuration, and Repair.

Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Network Engineer-Intermediate ; Help Desk Service Specialist-Intermediate (1BG2); Systems Administrator-Intermediate ; LAN Administrator-Associate ; Network Engineer-Associate may substitute for all of the required experience.

### LAN Support Technician

Full-time professional work experience in maintaining and supporting Local Area Networks (LAN) including: troubleshooting and repair of hardware, computer systems and peripherals, workstation software, and maintaining user accounts.

Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of one (1) year.

Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

One (1) year of work experience as a Network Engineer-Associate ; LAN Administrator-Associate ; Help Desk Coordinator-Senior ; Systems Administrator-Associate may substitute for all of the required experience.

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### Linux System Administrator

The Linux System Administrator position will provide a high level of technical support for Linux system hardware, operating system and system software. This position would also assist with network administration functions and assure adequate connectivity to the network.

#### Activities:

- ☐ Handle server/ software installations, upgrades, configuration and administration of the Linux 64 bit cluster systems.
- ☐ Monitor, analyze and tune system for performance.
- ☐ Capacity planning.
- ☐ Coordinate service level management and hardware maintenance/ installation.
- ☐ Troubleshoot hardware, software and network issues. Determine areas requiring maintenance, repairs and upgrades.

#### Pre-Requisites:

- ☐ A minimum of five (5) years of experience with providing system administration in a Linux large scale Enterprise environment is required.
- ☐ In-depth working knowledge and experience with the Linux operating system is required.
- ☐ Experience in planning, designing, configuring, patching, tuning and troubleshooting servers within a VMWare based architecture.
- ☐ Experience with Linux Cluster Services.
- ☐ Experience with Puppet Enterprise solutions.
- ☐ Experience with Enterprise monitoring tools.
- ☐ Experience with Enterprise logging and log analysis tools.
- ☐ Strong Shell scripting experience is required.
- ☐ Experience with network protocols (ICMP, IGMP, UDP, TCP) is required.
- ☐ Working knowledge of Yum and RPM patching methodology.
- ☐ Experience with server backup and recovery tools; TSM is preferred.
- ☐ Working knowledge of Brocade fiber switches.
- ☐ Working knowledge and experience with IBM SAN attached storage is required.
- ☐ Working knowledge and experience with IBM's SRDF replication technology is required.
- ☐ Experience with large-scale Oracle/PeopleSoft 9.1 or higher environments is preferred.

### Network Engineer

Oversees the installation, configuration and ongoing maintenance of networked information systems. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. Requires a bachelor's degree in area of specialty and 0–2 years of relevant experience. Full-time professional work experience in Network Communication, Network Design and/or Configuration Management.. Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

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Two (2) years of work experience as a LAN Administrator-Senior ; Help Desk Service Specialist-Senior ; Systems Administrator-Senior ; Network Engineer-Intermediate ; LAN Administrator-Intermediate ; Help Desk Service Specialist-Intermediate ; Systems Administrator-Intermediate may substitute for all of the required experience.

### Oracle Policy Automation Functional Consultant

The Oracle Policy Automation Functional Consultant will assist with the implementation and support of the Oracle Policy Automation product within Oracle/ PeopleSoft's suite of products.

#### Activities:

- ☐ Analyze policy, statutory and contract language; work with functional teams and business owners for interpretations.
- ☐ Transform legislation, contracts and policies into natural language rules and rule bases.
- ☐ Develop and unit test Oracle Policy Automation ("OPA") rules to meet business requirements.
- ☐ Work with other functional and technical team members to ensure the configuration and custom components meet application requirements and performance goals.
- ☐ Participate in code reviews and peer reviews.
- ☐ Correct defects identified in testing.
- ☐ Upgrade and test OPA rules to comply with software and/or hardware upgrades.
- ☐ Document online configuration updates to facilitate maintenance.

#### Pre-Requisites:

- ☐ Experience developing and testing rules using OPA.
- ☐ Experience in using OPA in the Enterprise Resource Planning ("ERP") government sector.
- ☐ Experience in developing OPA rules to integrate with the Oracle/PeopleSoft HCM and/or Financials applications.
- ☐ Experience with establishment and support of OPA communication via web services.
- ☐ Demonstrated expertise of Oracle OPA version 10.4.5 or higher is required.
- ☐ Demonstrated expertise of Oracle OPA integration with Oracle/ PeopleSoft is required.
- ☐ Ability to transfer knowledge and training for Oracle OPA is required.
- ☐ Strong verbal and written communication and facilitation skills are also required.
- ☐ Knowledge of best practices for Oracle OPA.

### UPK Technical Administrator

UPK Technical Administrators will be responsible for designing and developing reports, pages and or customized documents in UPK.

#### Activities:

- ☐ Design and develop specific reports to be used for monitoring and usage.
- ☐ Design and develop templates.
- ☐ Design and develop customizations within UPK version 11.1 or higher.
- ☐ Test UPK content on supported browser platforms.
- ☐ Research UPK related issues and review Oracle fixes and patch recommendations.
- ☐ Deploy UPK client software to developers.
- ☐ Review current structure and technical environments and make recommendations for improvement.

#### Pre-Requisites:

- ☐ Experience developing and delivering reports from UPK.
- ☐ Experience in developing and delivering customizations for Oracle UPK 11.1 or higher.
- ☐ Demonstrated expertise of Oracle UPK version 11.1 or higher is required.
- ☐ Ability to transfer knowledge and training for Oracle UPK version 11.1 or higher is required.

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- ☐ Strong communication and facilitation skills are required.
- ☐ Knowledge of best practices for Oracle UPK.

### Oracle/ PeopleSoft Administrator

The Oracle/ PeopleSoft Administrator will be responsible for configuration, administration, maintenance, tuning and troubleshooting of all Oracle/PeopleSoft technical components across web, application, database, reporting and file servers across all Oracle/ PeopleSoft environments. Responsible for applying Oracle/ PeopleSoft and associated software patches, updates and fixes as necessary. Perform and provide support for object compares and code migrations.

#### Activities:

- ☐ Perform Oracle/ PeopleSoft administration related to upgrades, applying fixes/patches and migrations for multiple environments.
- ☐ Provide technical support with application problem diagnosis, web and application server administration and security administration.
- ☐ Provide technical support of PeopleTools, PS Query, nVision and similar tools.
- ☐ Research patches and fixes on Oracle Support with recommendations to the application development teams.
- ☐ Perform and provide support for object compares and code migrations.
- ☐ Provide guidance and instruction to personnel to assure they can assume support for Oracle/PeopleSoft administration.

#### Pre-Requisites:

- ☐ Oracle/ PeopleSoft administration experience supporting an Oracle/PeopleSoft 9.1 or higher and PeopleTools 8.54 or higher environment is required. Most recent experience should include implementing and supporting at least one of the following Oracle/PeopleSoft 9.1 or higher and PeopleTools 8.54 or higher environments (HCM 9.2+, Financials 9.1+, EPM 9.1+).
- ☐ Experience maintaining multiple versions of PeopleTools and Oracle/ PeopleSoft applications is required.
- ☐ Broad working knowledge of Oracle/ PeopleSoft products and tools and related technologies.
- ☐ Experience with Linux and Windows 2008 environments is required.
- ☐ Experience with setup, configuration and tuning of application servers, process schedulers and web servers.
- ☐ Experience with applying Oracle/ PeopleSoft patches/ fixes using PeopleSoft Update Manager (PUM).
- ☐ Experience with migrating Oracle/ PeopleSoft and file objects through development environments to production.
- ☐ Research and analyze patches and fixes on Oracle's Support website. Download fixes as needed.
- ☐ Ability to develop and document standards and procedures.
- ☐ Strong analytical thinking and structured problem solving.
- ☐ Solid organizational, time and task management skills.
- ☐ Strong multitasking skills.
- ☐ Ability to debug complex infrastructure, application and database-related issues is required.
- ☐ Experience with Quest Stat or other third party migration change control tool is preferred.
- ☐ Experience with Ascential is preferred.
- ☐ Experience with Cybermation or other third party scheduling tool is preferred.

### Oracle/PeopleSoft DBA

The Oracle DBA will create, configure, monitor and administer the Oracle database environment. The DBA must be able to work independently to provide all aspects of Oracle database administration.

#### Activities:

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- ☐ Responsible for Oracle database design and support.
- ☐ Perform capacity planning activities as related to database storage.
- ☐ Assist in database performance monitoring, tuning and optimization.
- ☐ Suggest and implement departmental standards and procedures for database administration.
- ☐ Work with database vendors and external support on issues such as upgrades, technical problems and solutions.
- ☐ Install and configure Oracle software and identify, perform and maintain software release levels, database patches and fixes as needed. Assist with database upgrades as needed.
- ☐ Develop, test and implement backup and recovery strategy.
- ☐ Follow change control and application deployment and access control procedures.
- ☐ Develop database monitoring procedures and utilities.
- ☐ Coordinate with other DBA team members on infrastructure enhancement or large development projects.

### *Pre-Requisites:*

- ☐ Oracle DBA experience in all phases of Oracle/ PeopleSoft DBA support and Oracle/ PeopleSoft release upgrades.
- ☐ Oracle DBA experience in an 8.54 or higher environment is required. Most recent experience should include at least one of the following Oracle/PeopleSoft 9.1 or higher and PeopleTools 8.54 or higher environments (HCM 9.2+, Financials 9.1+, EPM 9.1+).
- ☐ Experience supporting Oracle Exadata is preferred.
- ☐ Experience with Oracle 11g RAC, ASM and DataGuard is required.
- ☐ Experience with Oracle 12c is preferred.
- ☐ Experience with partitioning and advanced compression is preferred.
- ☐ Must be able to perform database backup and recovery, exports, imports, cloning, database refreshes, database monitoring, performance tuning.
- ☐ In -depth knowledge of Oracle databases and strong system level (Linux) and infrastructure (EMC or IBM SAN attached storage/RAID configuration, etc.) understanding.
- ☐ Proficient in UNIX scripting.
- ☐ Experience in resolving software integration problems.
- ☐ Excellent analytical ability, strong consultative and communication skills.

### **Oracle/ PeopleSoft EPM Business Intelligence Analyst**

The Oracle/ PeopleSoft EPM BI Analyst will play an intermediary role between the technical and business functions assisting in the definition and implementation of a BI solution in Oracle/ PeopleSoft EPM.

### *Activities:*

- ☐ Create business specification documentation from the business requirements and produce flowcharts and related visual aids to clarify business understanding.
- ☐ Conduct workshops and Joint Application Design ("JAD") sessions for determining the business requirements.
- ☐ Define and document user requirements for BI and analytics.
- ☐ Coordinate the planning, designing, configuring and implementing of a BI solution across functional and technical team areas.
- ☐ Write data queries, analyze data model relationships.
- ☐ Create end-user reports and dashboards.
- ☐ Participate in the design of BI security.
- ☐ Troubleshoot BI tools, metadata, query and data issues.
- ☐ Assist developers with unit, integration and validation testing.
- ☐ Participate in training and deployment of BI solution.

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### *Pre-Requisites:*

- ☐ Experience in EPM Analytics, BI and data warehousing.
- ☐ 2 years, hands-on experience with OBIEE (11g and higher) Answers, dashboards, scorecards and reports.
- ☐ Experience working on a minimum of two (2) BI implementations.
- ☐ Experience with Oracle/ PeopleSoft EPM 9.1+ Foundation, OWS, OWE, and MDW.
- ☐ Experience with Oracle BI applications is preferred.
- ☐ Strong analytical, written and verbal communication, and interpersonal skills.
- ☐ Ability to take initiative and ownership of project by working independently as well as in a team environment.
- ☐ Strong interpersonal skills.
- ☐ Planning and organizing skills.
- ☐ Sound business acumen.
- ☐ High level of influence and credibility.
- ☐ Strategic thinking ability, with an analytical approach to problem solving.
- ☐ Effective communication skills.
- ☐ Strong facilitation skills.
- ☐ A strong customer service focus.
- ☐ Ability to anticipate and evaluate the impact of possible problem solutions prior to implementation.
- ☐ Ability to work as part of a team.
- ☐ SQL skills.

### **Oracle/ PeopleSoft EPM Business Intelligence Architect**

The Oracle/ PeopleSoft EPM BI Architect will be responsible for planning, designing and leading the development and implementation of a BI solution in Oracle/ PeopleSoft EPM.

### *Activities:*

- ☐ Advise on key architectural decisions concerning the BI platform and supporting technologies, including ETL tools and solutions.
- ☐ Perform requirements gathering on existing environments and document.
- ☐ Provide detailed technical designs for BI solutions.
- ☐ Analyze and develop Enterprise technology BI solutions in Oracle/ PeopleSoft EPM.
- ☐ Participate in supporting the EPM and Technical teams to ensure that the BI Platform is operating efficiently and troubleshoot and resolve issues.
- ☐ Oversee the installation and configuration of BI tools.
- ☐ Participate in requirements gathering and definition.
- ☐ Interpret delivered and design database models (ERDs) for BI solution; lead efforts for data modeling.
- ☐ Provide BI technical guidance to Oracle/ PeopleSoft EPM development and technical team members.
- ☐ Work closely with executive management and other team leads on BI decision making and direction.

### *Pre-Requisites:*

- ☐ Experience in development and support of BI applications.
- ☐ Strong technical expertise on BI and data warehousing solutions.
- ☐ Strong customer focus and commitment to customer satisfaction.
- ☐ Strong understanding of data warehouse concepts.
- ☐ Hands-on modeling experience for a minimum of two (2) BI implementations.
- ☐ Experience with Oracle EPM Warehouse is preferred.
- ☐ Experience with Oracle BI Applications is preferred.
- ☐ Experience with Oracle Exadata/ Exalytics is preferred.
- ☐ Experience with OBIEE 11g and Oracle/ PeopleSoft PeopleTools V 8.5+ is preferred.



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- ☐ Experience with Oracle/ PeopleSoft EPM Ascential Data Stage, V 7.5.2+; MDW Maps is preferred.
- ☐ Strong SQL skills.
- ☐ Strong written and communication skills.
- ☐ Networking concepts/ skills.

### Oracle/ PeopleSoft EPM Business Intelligence Developer/ Administrator

The Oracle/ PeopleSoft EPM BI Developer/ Administrator will be responsible for the installation, configuration, development and deployment of BI and supporting tools in EPM.

#### Activities:

- ☐ Customize and develop RPD layers of BI (Physical, BMM and presentation layers), configuring metadata objects and Web catalog objects.
- ☐ Design and configure multidimensional ERDs (star and snowflake) schemas; data model.
- ☐ Interpret complex delivered multi-dimensional ETL maps.
- ☐ Oversee and/or assist in the design and development of multi-dimensional ETL maps and views.
- ☐ Performance tune ETL jobs, BI tools, sessions and queries.
- ☐ Participate in installation/ configuration of BI tools.
- ☐ Participate in definition of Security in Oracle/PeopleSoft EPM and BI tool.
- ☐ Develop reports, dashboards, and hierarchies and implement security using OBIEE.
- ☐ Develop and test application messages, spreadsheet uploads, automated interface processes and tree imports/ exports.
- ☐ Write SQL scripts and views.
- ☐ Manage BI sessions, web browser, BI server and query cache.
- ☐ Troubleshoot and resolve system and data issues.
- ☐ Conduct unit, integration and user acceptance testing.
- ☐ Participate in build out and test of cybermation batch schedule.
- ☐ Participate in deployment of BI Solution.
- ☐ Monitor, troubleshoot and resolve production support issues.

#### Pre-Requisites:

- ☐ Experience in dimensional data modeling and data profiling experience for data warehouse development.
- ☐ Experience with Enterprise data warehouse architecture and/ or design.
- ☐ Experience in ETL development and system analysis.
- ☐ Experience with Oracle/ PeopleSoft Enterprise 9.1+.
- ☐ Experience PTools 8.54 or higher.
- ☐ Multi-module experience preferred.

### Oracle/ PeopleSoft EPM Technical Analyst

The Oracle/ PeopleSoft EPM Technical Analyst will be responsible for design, development and test modifications to optimize the Oracle/ PeopleSoft EPM data staging, reporting, analytics and BI environments and troubleshooting production issues.

#### Activities:

- ☐ Analysis, development and maintenance of staging/ reporting/ view tables, ETL maps and public queries in the Oracle/ PeopleSoft EPM OWS, OWE and MDW or Oracle Business Intelligence ("BI") Applications.
- ☐ Develop, maintain and process XLS, XML and CSV FTP files for in/ outbound interfacing.
- ☐ Develop Cybermation batch job control scripts.
- ☐ Develop and performance tune SQL statements.
- ☐ Troubleshoot EPM production issues.

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- ☐ Analyze and install Oracle/ PeopleSoft updates, fixes and bundles.
- ☐ Participate in installation and configuration of BI technology.
- ☐ Participate in implementation of EPM business intelligence and analytical reporting.
- ☐ Perform conversion of historical data to retire legacy information systems.
- ☐ Develop reporting approach to provide access to information from retired systems.
- ☐ Work with developers to determine optimal ETL, PS Query and batch performance.

### **Pre-Requisites:**

- ☐ Experience working with Oracle/ PeopleSoft EPM 9.1 is required.
- ☐ Experience working with PeopleTools 8.54 or higher.
- ☐ Strong ETL experience in Ascential 7.5.2 or higher is required.
- ☐ Advanced PL/SQL skills are required.
- ☐ Analytical problem solving and excellent written/oral communication skills are also required.
- ☐ Experience with Oracle Data Integrator ("ODI") is preferred.
- ☐ Experience developing EPM business intelligence and analytical reporting.
- ☐ Experience with OBIEE is preferred.
- ☐ Experience with PilotFish is preferred.
- ☐ Experience with Ascential DataStage ETL or ODI is preferred.
- ☐ Experience with EPM Oracle/ PeopleSoft Analytics is preferred.

### **Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer**

The Oracle/ PeopleSoft Financial Developer will be responsible for the design, development, enhancements and implementation of Oracle/ PeopleSoft financial applications.

#### **Activities:**

- ☐ Perform design, development and modifications to Oracle/ PeopleSoft pages, SQR's, PeopleCode, nVision and Crystal reports.
- ☐ Develop interfaces between Oracle/ PeopleSoft and customer sub-systems.
- ☐ Unit test and implement new Oracle/ PeopleSoft solutions.
- ☐ Perform analysis and trouble shoot production problems.
- ☐ Document the software in a manner that it can be interpreted, maintained and enhanced by others.
- ☐ Provide guidance and instruction to assure they can assume support and maintenance of Oracle/ PeopleSoft Financial applications.

#### **Pre-Requisites:**

- ☐ Oracle/PeopleSoft Financials, Enterprise Services, Supply Chain and Supplier Relationship management applications v9.1 or higher development experience is required, at least one year must include experience developing general and detail design specifications.
- ☐ Extensive development experience with 3 or more of the following is required: PeopleTools, PeopleCode, SQR, PS Query, Component Interface, AppEngine, nVision and SQL.
- ☐ Experience in Java is preferred.
- ☐ Development experience in COBOL maybe required depending on the assignment.
- ☐ Analytical problem solving and excellent written/ oral communication skills are also required.
- ☐ Detailed functional knowledge of Oracle/ PeopleSoft Financial, Supply Chain modules and functions.
- ☐ Development experience with PeopleTools version 8.54 or higher is required.
- ☐ Experience and knowledge of PeopleSoft Test Framework.
- ☐ Experience developing interfaces between Oracle/ PeopleSoft and customer sub-systems is preferred.
- ☐ Experience mapping customer legacy data elements to Oracle/ PeopleSoft data elements is preferred.
- ☐ Experience in applying images, bundles, patches and maintenance packs is preferred.

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Oracle/ PeopleSoft Certification is preferred.

### **Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant**

The Oracle/ PeopleSoft Financial Functional Consultant will assist with the implementation of new Oracle/ PeopleSoft modules, functionality, or enhancements, or the support of modules or functionality already in production.

#### *Activities:*

- ☐ Perform analysis, planning, and requirements definition for implementation of new functionality.
- ☐ Perform functional modeling and develop functional architectures to meet new requirements.
- ☐ Perform process improvement reviews including system functionality, operations, logistics and personnel.
- ☐ Map business process activities to the functionality of the system that supports them.
- ☐ Validate that the application meets overall business process needs and work with process owners to resolve any issues.
- ☐ Define the flow of data between the processes that must be integrated.
- ☐ Facilitate requirements gathering and user design sessions.
- ☐ Work closely with application designers in completing designs for enhancements.
- ☐ Design reports as required for financial users.
- ☐ Participate in testing of new functionality and enhancements, including end-to-end testing of new processes and system integration testing.
- ☐ Assist the team leads in defining the approach, staffing, responsibilities, and schedule for system enhancements.
- ☐ Identify cross-team issues and coordinate issue resolution.

#### *Pre-Requisites:*

- ☐ Experience in functional experience in Oracle/ PeopleSoft Financials, Enterprise Services, Supply Chain and Supplier Relationship Management v9.1/9.2 or higher environment.
- ☐ Experience and knowledge of two or more Oracle/ PeopleSoft modules and functions.
- ☐ Must have experience in full life cycle implementations (design, build, configuration, test, implement).
- ☐ Ability to transform customer requirements into a workable design at the functional and/or technical levels.
- ☐ Ability to identify, provide clarification, and resolve issues and risks, and escalating them as needed.
- ☐ Experience and knowledge of PeopleSoft Test Framework preferred.
- ☐ State governmental experience preferred.
- ☐ Excellent communications, interpersonal, project planning and issue resolution skills.
- ☐ Ability to review project deliverables for completeness, quality, and compliance with established project standards.

### **Oracle/PeopleSoft Project Manager**

The Oracle/ PeopleSoft Project Manager will provide management of projects that are strategic to Core-CT and typically have a high degree of complexity and executive focus.

#### *Activities:*

- ☐ Define and document project scope and objectives, product/service deliverables in collaboration with customer.
- ☐ Work closely with customers to collect and document business, functional, technical requirements and constraints.
- ☐ Identify and document performance criteria.
- ☐ Identify, estimate, and document key resource requirements.

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- ☐ Work with the Core-CT director to create a budget baseline and consistently monitor and communicate variances during the course of the project.
- ☐ Work with various teams to create a baseline project schedule, identifying milestones throughout the project and reporting status to executive management.
- ☐ Develop and manage comprehensive project plans.
- ☐ Monitor and control project schedule, scope, quality and costs.
- ☐ Conduct business process review and fit/gap analysis, and present delta functionality.
- ☐ Facilitation of project meetings and work sessions and keep track of issues and major issue resolutions.
- ☐ Performance of detail risk analysis and mitigation strategies.
- ☐ [Guide the design and architecture of Oracle/ PeopleSoft solution.](#)
- ☐ Manage the activities of the functional, technical and user agency personnel in the completion of work plan tasks.
- ☐ Lead project team to successfully deliver on time on cost project objectives.

### *Pre-Requisites:*

- ☐ Experience in project management experience with regard to customization and implementation of Oracle/ PeopleSoft technologies.
- ☐ Experience in all phases of project implementation lifecycle.
- ☐ Knowledge of software implementation methodology.
- ☐ Ability to negotiate consensus among diverse groups.
- ☐ Excellent time management skills with demonstrated experience in managing project teams.
- ☐ Detail orientation with strong organization skills.
- ☐ Experience with Microsoft Enterprise Project is preferred.
- ☐ Experience leading an Oracle/ PeopleSoft module implementation or major upgrade may be required.
- ☐ Experience leading an upgrade for Oracle/ PeopleSoft Enterprise Performance Management may be required.
- ☐ Experience leading implementation of Oracle/ PeopleSoft Business Analytical Reporting may be required.

### **Oracle/ PeopleSoft Security Analyst/ Engineer**

The Oracle/ PeopleSoft Security Analyst/ Engineer will be responsible for the evaluation, analysis and design of Oracle/ PeopleSoft Security configuration and processes across the Oracle/ Peoplesoft ERP.

### *Activities:*

- ☐ Conduct review and analysis of existing Oracle/ PeopleSoft security configuration, practices and procedures across HCM, CRM, Financials, EPM and Portal applications.
- ☐ Use knowledge of Oracle/PeopleSoft Security to maximize features and functionality.
- ☐ Work with project and security teams to define and communicate Oracle/ PeopleSoft Security strategies across HCM, CRM, Financials, EPM and Portal.
- ☐ Make recommendations to improve, streamline and automate Oracle/ PeopleSoft Security.
- ☐ Document Oracle/ PeopleSoft Security recommendations and approach.
- ☐ Configure/develop Oracle/ PeopleSoft Security objects.
- ☐ Implement, test, troubleshoot and document security strategies.
- ☐ Administer Oracle/ PeopleSoft Security in all applications using On-line Application and PeopleTools.
- ☐ Document Oracle/ PeopleSoft Security in a manner that it can be interpreted, maintained and enhanced by others.
- ☐ Provide guidance and instruction to personnel to assure they can assume support & maintenance for Oracle/PeopleSoft security across all applications.
- ☐ Provide knowledge and advise best practices around Oracle/ PeopleSoft user and applications security.

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### *Pre-Requisites:*

- ☐ Experience supporting Oracle/ PeopleSoft applications, minimum 3 years must include working in Oracle/ PeopleSoft Security Administration in Oracle/ PeopleSoft modules including Portal Administration.
- ☐ Experience working on one or more Oracle/ PeopleSoft implementations is required.
- ☐ Experience utilizing SQL in Oracle to audit or correct security issues within an integrated Portal/ HCM/ Finance and EPM environment utilizing Application messaging to synchronize users within the different environments, including creating queries to assist with proactive maintenance with a large scale multi database production environment.
- ☐ Strong background in implementing and upgrading Oracle/ PeopleSoft environments with respect to the testing methodologies and working with development teams to regression test system environments prior to go live.
- ☐ Experience working with the Creation and Migration of Security Projects to work in conjunction with the implementation of new releases by the respective development teams within the Test and Production environments.
- ☐ Development experience with PeopleTools, PeopleCode, SQR, Integration Broker, AppMessaging, AppEngine, Component Interface and SQL is required.
- ☐ Analytical problem solving and excellent written/oral communication skills are also required.
- ☐ Detailed knowledge of Oracle/PeopleSoft security in Financials, HCM and portal integration is required.
- ☐ Experience with Oracle/PeopleSoft version 8.54 or higher development toolsets is required.
- ☐ Experience with Oracle/PeopleSoft version 9.1 or higher is required.
- ☐ Oracle/PeopleSoft certification is preferred.

### **Oracle/PeopleSoft Systems Analyst/Designer**

The Oracle/ PeopleSoft Systems Analyst/ Designer will be responsible for translating functional requirements into general and detail design documents and working with the development team to complete application enhancements.

### *Activities:*

- ☐ Analyses of business system requirements and create the general and detailed design specifications, systems components, SQL select statements and testing scenarios.
- ☐ Review and receive approval on general and detailed design with key stakeholders.
- ☐ Executes tests and analyzes results. As part of the testing process, identifies, diagnoses and documents problems and errors in specific components of the systems.
- ☐ Documents the software in a manner that it can be interpreted, maintained and enhanced by others.
- ☐ Provide guidance and instruction to personnel to assure they can assume support & maintenance for Oracle/ PeopleSoft Human Capital Management, Financial, Supply Chain, Supplier Relationship, Customer Relationship Management and Enterprise Services applications or the Oracle/PeopleSoft Enterprise Resources Planning data warehouse.

### *Pre-Requisites:*

- ☐ Experience supporting Oracle/PeopleSoft v9.1/9.2 or higher applications, minimum 3 years must include requirements analysis, design & development of online and batch functionality.
- ☐ Experience working on 1 or more Oracle/PeopleSoft implementations is required.
- ☐ Development experience with PeopleTools, PeopleCode, SQR, AppMessaging, AppEngine, Component Interface, XML Publisher, nVision, Test Framework and SQL is required.
- ☐ Experience in Java is preferred.
- ☐ Analytical problem solving and excellent written/ oral communication skills are also required.

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- ☐ Detailed knowledge of Oracle/ PeopleSoft v9.1/9.2 or higher Financials and/ or HCM modules and module integration is required.
- ☐ Experience with Oracle/ PeopleSoft version 8.54 or higher development toolsets is required.
- ☐ Experience with Oracle/ PeopleSoft EPM data warehouse and Ascential DataStage is preferred.
- ☐ Experience developing interfaces between Oracle/ PeopleSoft and customer sub-systems is preferred.
- ☐ Oracle/PeopleSoft certification is preferred.

### Oracle/Peoplesoft Technical Architect

The Technical Architect will be responsible for analysis, design, development and enhancement of the technical architecture and infrastructure to support implementation of Oracle/ PeopleSoft.

#### Activities:

- ☐ Participate in the design and ongoing development of the technical architecture and infrastructure for Oracle/ PeopleSoft implementation.
- ☐ Assist in capacity and resource planning of network and/ or platform facilities.
- ☐ Recommend and implement software, hardware and configuration changes to improve system performance.
- ☐ Analyze and design security procedures to proactively ensure overall security of the PIA implementation.
- ☐ Troubleshoot infrastructure to identify errors or deficiencies and make recommendations on possible solutions.
- ☐ Review and analyze any reoccurring issues to identify possible problem triggers or best resolution tactics.
- ☐ Make recommendations for changes to the architecture as needed and assist with its development and implementation.
- ☐ Assist in the development of disaster recovery and restoration plans.
- ☐ Mentor personnel on Oracle/ PeopleSoft technical architecture and infrastructure requirements.

#### Pre-Requisites:

- ☐ Experience in analysis, design, development and implementation of Oracle/PeopleSoft 9.1 or higher technical architecture and infrastructure is required. A minimum of one (1) year is required with experience in analysis, design, development and implementation of Oracle/ PeopleSoft 9.2 technical architecture and infrastructure.
- ☐ Experience in designing multi-platform distributed processing environments is required.
- ☐ Experience with Linux, Exadata, Oracle 11g/12c and Windows 2008/2012 environments is preferred.
- ☐ Experience with F5 LTM, ASM and APM configuration and support and their integration with Oracle/PeopleSoft is preferred.
- ☐ Knowledge of the broader impact of Oracle/ PeopleSoft HCM, Financials, and EPM across architectural system components and critical business processes and applications is preferred.
- ☐ Experience with designing and implementation of a technical architecture and infrastructure to support Oracle/ PeopleSoft EPM Business Analytics may also be preferred.

### Oracle/Peoplesoft Testing Consultant

The Oracle/ PeopleSoft Testing Consultant will assist with the implementation and support of automated regression testing to be used in conjunction with Oracle/ PeopleSoft's suite of products.

#### Activities:

- ☐ Analyze current scripts, testing strategies and methodologies and make recommendations.
- ☐ Set up automated regression testing methodologies.
- ☐ Develop and test the automated regression testing.
- ☐ Set up testing plan incorporating manual and automated regression testing methodologies.

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- ☐ Transfer knowledge to functional staff on testing methodologies.

### *Pre-Requisites:*

- ☐ Experience developing automated regression testing.
- ☐ Experience utilizing and configuring automated testing tools.
- ☐ Experience with Oracle/PeopleSoft's Testing Framework and other automated testing tools.
- ☐ Experience with Oracle Test Manager.

Experience with scripting and testing methodologies.

### **Production Control Manager**

Full-time professional work experience in Information Technology.

Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Network Engineer-Senior ; LAN Administrator-Senior ; Help Desk Service Specialist-Senior ; Systems Administrator-Senior ; Network Engineer-Intermediate ; LAN Administrator-Intermediate ; Help Desk Service Specialist-Intermediate ; Systems Administrator-Intermediate may substitute for all of the required experience.

### **Programmer**

Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision.

Advanced levels: Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. Significant ingenuity and flexibility is expected. May require a bachelor's degree.

### **Project Controller**

Individuals who are responsible for supporting a project manager or Project sponsor in overseeing and/or reporting on the operational and financial health of one or more projects. This individual is typically an experienced project manager who is assigned oversee the operational performance of the project, relative to key project performance metrics. They maintain the project's financials, planning artifacts and deliverables, resource consumption and forecasting, status reporting and so on. These individuals may also possess advanced business degrees such as an MBA or CPA. Because the Controller focuses on a project's "Monitor" and "Control" processes (PMBOK 2008), their work helps free the project manager to focus on project execution.

### **Project/Program Manager**

Individuals with successful project management experience limited to projects of small scope, limited risk and complexity and/or of short duration. Individuals at this level will typically be assigned to manage projects under the direction of a State supervisor or manager. Individuals with this level of experience are suitable for small Client Agency projects with clear, achievable outcomes, or in assignment as project support on larger projects.

Individuals at this level can also be used to in the capacity of a Project Controller, provided that they can satisfy the basic requirements of that position.

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Advanced level: Individuals with a mastery of project management skills, qualifications and experience. This individual shall function effectively with very little supervision, while maintaining a high professional standard. They are assigned to extremely complex and/or high risk projects that reflect the highest priorities of state government. These individuals are comfortable working with the highest levels of state government and are able to contribute to the furtherance of the states' objectives. These individuals have the necessary skills and experience to assist in statewide project portfolio management and/or IT Investment Management.

### Quality Assurance Analyst

Full-time professional work experience in Information Technology project development and/or Function/Business Process Analysis.

Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Business Systems Consultant-Intermediate and Business Systems Consultant-Associate may substitute for all of the required experience.

### Quality Assurance Manager

Individuals in this position have demonstrated experience in leading small to moderate sized testing teams. They understand the concepts of software quality assurance theory and practice. Can formulate testing strategy and plans where none may exist previously. They are able to communicate effectively with business and technical teams on testing activities and can assist developers with test-driven development.

### SAN Administrator

The SAN Administrator will be responsible for administering, configuring, maintaining, monitoring, upgrading, supporting, documenting and implementing the shared Storage/ SAN arrays and fabrics in a shared Linux and Windows environment.

#### Activities:

- ☐ Design, configure, implement, maintain and support all SAN hardware, software & supporting fabric.
- ☐ Support and maintain SRDF replication.
- ☐ SAN implementation and storage provisioning/ LUN allocation, zoning and LUN masking.
- ☐ SAN capacity and performance monitoring/trending; disk growth. Create and distribute utilization, capacity, trending and analysis reports.
- ☐ Monitor and track health of SAN and storage infrastructure. Provide detailed troubleshooting of SAN and storage device status to ensure support for critical services.
- ☐ Perform hardware/ software upgrades in conjunction with vendor staff.
- ☐ Provide backup software configuration support.
- ☐ Ability to develop, maintain & enhance scripted solutions.

#### Pre-Requisites:

- ☐ Experience in an IBM SAN environment; Enterprise or comparable class hardware and software products.
- ☐ Experience with Storage Area Networks; FC switches, FC HBAs, SAN and NAS protocols.
- ☐ Experience with IBM's SAN management/ configuration tools.
- ☐ Experience with IBM's SAN management monitoring tools, automated storage problem detection/ notification/ resolution.



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- ☐ Solid experience with SRDF replication technology.
- ☐ Strong Shell scripting experience.

### Senior Quality Assurance Manager

See Quality Assurance Manager

### Software Engineer

Creates and designs new software by analyzing, testing, assessing and implementing programming applications. Supports and installs applications and operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on established guidelines and instructions to perform daily job functions.

Advanced levels: Creates and designs new software by analyzing, testing, assessing and implementing programming applications. Supports and installs applications and operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level in this field. Usually reports to an executive. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in a related area.

### Solution Architect

Individuals in this position have achieved a mastery level of experience that includes the capabilities of Software Engineers 1, 2 and 3 and who have the knowledge, skills, education and prior experience that involve the full and complete design of multiple software solutions. Is able to clearly communicate and document designs both at a logical and physical level and work with other state IT organizations as needed. Helps the Client Agency ensure that information technology solutions align with the Client Agency's business goals. Has the ability to assist Client Agency IT and business leadership formulate tactical and strategic IT plans.

### System Administrator

Full-time professional work experience in Information Technology. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Network Engineer-Senior; LAN Administrator-Senior; Help Desk Service Specialist-Senior; Systems Administrator-Intermediate ; Network Engineer-Intermediate; LAN Administrator-Intermediate and Help Desk Service Specialist-Intermediate may substitute for all of the required experience.

### System Engineer

Troubleshooting, repair, construction or support of hardware, networking, and software system. Knowledge of commonly used concepts, practices, and procedures. Experience with one or more commercial infrastructure products. Tactical and strategic technology planning. May have advanced subject-matter expertise in one or more commercial infrastructure products. Has advanced knowledge of concepts, practices, and procedures and is able to assist the PE in improving its practices. Is able to complete assignments and exercise a certain degree of creativity and latitude when unexpected situation arise. At advanced levels is expected to assist with tactical and strategic technology planning.

### Systems Administrator

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Maintains and operates computer systems or networks. Installs, supports and manages servers and resolves issues as needed. Installs patches and performs system backups and recovery. Monitors system configuration and maintains data files. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area

### Systems Administrator Manager

Minimum one (1) year of experience must be in an Administrative; Managerial; or Supervisory capacity.

Substitutions: Accredited college training may substitution for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Data/Voice Communications Manager; LAN Administrator Manager; Help Desk Manager; LAN Administrator Supervisor; Systems Administrator-Senior; Network Engineer-Senior; LAN Administrator-Senior and Help Desk Service Specialist-Senior may substitute for all of the required experience.

### Technical Writer

Writes, edits and packages a variety of technical documents, including proposals, articles, brochures, reports and manuals. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. Individual with demonstrated experience in developing and maintaining technical documentation, requirements analysis, business process models, architecture diagrams. Exceptionally proficient in the use of Microsoft Office, including Microsoft Visio. Is able ability to perform technical, research, and has solid analytical, interpersonal, written, and oral communication skills. Individuals in this position may also possess other related skills, such as proficiency in the use of software team collaboration environments, such as IBM Rational Jazz or Microsoft's Team Architect.

### Training Developers

Trainers will be responsible for designing, developing and delivery of training to end users. Agency business offices require training on how to perform business processes and reporting using Oracle/ PeopleSoft's Human Capital Management, Financial and EPM applications.

#### Activities:

- ☐ Design and develop/ modify all assigned training materials, including business process workshop materials.
- ☐ Manage the design and organization of a 'computer lab' (sandbox or training environment).
- ☐ Develop and/ or modify any needed instructor aids for use in classroom training and/ or 'computer lab' setting.
- ☐ Deliver Core-CT training to end-users.
- ☐ Evaluate end user competency of the system after attending training.
- ☐ Conduct remedial or make-up training sessions, as required.
- ☐ Work with the programming/ test team leads to ensure training manuals are updated appropriately with changes.

#### Pre-Requisites:

- ☐ Experience developing and delivering end user training is required.
- ☐ Experience in developing and delivering Oracle/PeopleSoft version 9.1 or higher end user training.
- ☐ Demonstrated knowledge of Oracle/PeopleSoft version 9.1 or higher is required.
- ☐ Demonstrated knowledge of instructional design methodology is required.

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- ☐ Demonstrated knowledge of effective training delivery techniques is required.
- ☐ Strong communication and facilitation skills are required.
- ☐ Oracle/PeopleSoft help desk experience is preferred.
- ☐ Experience with Oracle's User Productivity Kit (UPK) is preferred.

### Web Content Designer

Individuals with experience designing and developing content for PE websites that includes, but is not limited to the development of graphics, icons and other visual content. Has experience in daily content publishing and writing for multiple audiences; proficiency in the use of content management software, such as Microsoft SharePoint, Ektron, Drupal, Convio, and Kintera.

### Windows 2008/VMWare ESX System Administrator

The System Administrator position will provide a high level of technical support for Windows 2008 server hardware, operating system and system software on web, application, file and reporting servers. Position also provides technical support for VMWare ESX virtual server environment and server configuration management.

#### Activities:

- ☐ Plan, evaluate and apply server upgrades, patches and fixes.
- ☐ Provide support for Windows Active Directory.
- ☐ Handle server administration, configuration and installation issues with Windows 2008/2012 and VMWare vSphere Enterprise servers.
- ☐ Monitor, analyze and tune system for performance.
- ☐ Coordinate service level management and hardware maintenance/ installation.
- ☐ Troubleshoot hardware, software and network issues. Determine areas requiring maintenance, repairs and upgrades.

#### Pre-Requisites:

- ☐ Experience with providing system administration in a Windows Enterprise environment is required.
- ☐ Working knowledge and experience working with Windows 2008 operating systems is required.
- ☐ Working knowledge and experience working with Windows 2012 operating systems is preferred.
- ☐ Working knowledge, administration, implementation and configuration of VMWare ESX server and Virtual Center is required.
- ☐ Experience in planning, designing, configuring, patching, tuning and troubleshooting servers within these environments is required.
- ☐ Strong scripting skills is preferred.
- ☐ Working knowledge and experience with IBM or comparable SAN attached storage is preferred.
- ☐ Experience with large-scale systems and Oracle/PeopleSoft 9.1 or higher environments is preferred.

## **AGENCY INSTRUCTIONS FOR REQUESTING PRICE QUOTES**

1. Purchasing Department will request resources through the Contractor's Web Based System: <https://state-of-hawaii.covendis.com>

Note: New users are required to complete:

<https://fs27.formsite.com/covendiscustomermercure/form22/index.html?1605317499863>

2. Purchasing Department may require Contractor, and Contractor shall track IT Professional time via electronic time and attendance system.
3. A Statement of Work (SOW) must be sent through the Contractor's Web Based System. Please refer to page 7.
4. Purchasing Department will have the opportunity to conduct skills assessments (phone interviews, face to face interviews, capabilities tests, etc) of the candidates they choose from the Contractor's Account Manager-provided group of resumes. If the Purchasing Department conducts a skills assessment and determines that the candidate will not meet the skill requirements of the position, the Purchasing Department will reject the candidate and request another batch of resumes from which to choose another candidate.

If the second group of resumes is provided, and no resumes within the group meet the requirements stated in the requisition and clarified in the re-order process, the Purchasing Department shall return the resumes to the Contractor.

If the candidate begins work and the Purchasing Department determines within the first week (five business days) that the candidate does not have the skills or capabilities necessary to complete the job as requested in the Statement of Work, the Purchasing Department may request the candidate be replaced immediately by contacting the Contractor. The Purchasing Department shall not pay for the work conducted by the unacceptable candidate. The Purchasing Department shall also require that the replacement candidate be provided at no charge for the first five (5) days of work after replacing the inadequate source.

5. CONSIDERATION OF QUOTES (candidates). Purchasing Department shall consider all responsive and responsible quotes received. An award shall be made to the Contractor(s) offering the lowest price. If the lowest price does not meet the agencies specification requirement, the award may be made to the Contractor(s) whose offer represents the best value to the Purchasing Department. Best value means the most advantageous offer determined by evaluating and comparing all relevant criteria in addition to price so that the offer meeting the overall combination that best services the agency is selected. These criteria may include, in addition to others, the total cost of ownership, performance, history of the vendor, quality of goods, services, delivery and proposed technical performance.
6. Form SPO-010, RECORD OF PROCUREMENT is optional if the total contract value is under \$5,000. If the total contract value is \$5,000 or greater, form SPO-010 is required to be completed and approved by the Procurement Officer.
7. AWARD NOTIFICATION. After the Purchasing Department issues a purchase order, the Purchasing Department shall notify the non-awarded candidates within five (5) work days.
8. OFFICE OF INFORMATION PRACTICES (OIP). The OIP has created model forms that may be used to request access to a government record or to reply to a requester. To download a form go to: <http://oip.hawaii.gov/forms/>. The vendor submits a *Request to Access a Government Record* form to the agency for copies of their competitor's price quotes. The agency responds to the vendor by submitting a *Notice to Requester* form.

# **CONTRACTOR INFORMATION**

# COVENDIS

Master Agreement Number: 14PSX0338AA

<https://www.naspovaluepoint.org/portfolio/it-vendor-managed-service-2017-2022/covendis/>

## **Covendis**

Contact: Ashley Lemos

Phone: (818) 606-5365

Main Office: (770) 903-9990

(Available until 8pm EST)

Fax: (770) 903-9992

Email: [Hawaii@Covendis.com](mailto:Hawaii@Covendis.com)

Remit To:

Covendis

200 Walker St SW Ste B

Atlanta, GA 30313

Vendor Code: 35696700

**For pricing, please see next pages 39 - 48. All payments are made to Covendis.**

## **Covendis Buyer User Roles – Descriptions**

### **Buyer Admin**

Buyer Admin has the highest level of access in the Covendis VMS - access to all functionality, settings, configurations, and reports. The Buyer Admin role should be distributed sparingly and only granted to contract or business administrators.

### **Engagement Manager**

Engagement Manager has access to the same functionality, reports, and financial data as Buyer Admins but limited access to settings and configurations. The Engagement Manager role is for users managing the entire temporary staffing process.

### **HR Manager**

HR Manager has identical access to Engagement Manager. The HR Manager role is for users managing the entire temporary staffing process.

### **Business Manager**

Business Manager has access to requisitions, proposals, and contracts, but cannot screen proposals or evaluate contracts. Business Managers do not have access to any billing or invoicing functionality, information, or configurations. The Business Manager role is for users managing the acquisition of temporary staffing but not involved with financial processes.

### **Support Leader**

Support Leader has access to proposal screenings, contracts, and billing. The Support Leader role is for users who will only be screening candidates, managing contracts, and reviewing time and milestone bills.

### **Accounting**

Accounting has limited access to an organization's profile settings (e.g. contact info, addresses, etc.) and limited access to process configurations. The Accounting role is for users managing the organization's information and process configuration.

### **Accounts Payable**

Accounts Payable has access to invoicing data. The Accounts Payable role is for users managing, reviewing, and paying invoices.

### **Project Support**

Project Support has access to billing data and functionality. The Project Support role is for users managing and reviewing time bills and expenses.

### **Finance Manager**

Finance Manager has access to approvals, invoices, and limited reporting. The Finance Manager role is for users managing invoices and monitoring budgets.

### **Time Bill Approver**

Time Bill Approver has access to contract evaluations, time bills, invoices, and limited reporting. The Time Bill Approver role is for users managing contractors and approving their time bills.

Covendis Buyer User Roles										
	Buyer Admin	Engagement Manager	HR Manager	Business Manager	Support Leader	Accounting	Accounts Payable	Project Support	Finance Manager	Time Bill Approver
<b>Folders</b>										
Add, configure, and deactivate folders and managers	☐	☐	☐	☐						
<b>Requisitions</b>										
Create, manage, and deactivate requisitions and templates	☐	☐	☐	☐						
Approve and decline requisition approvals	☐	☐	☐	☐					☐	
<b>Proposals</b>										
View, decline, accept, and finalize proposals.	☐	☐	☐	☐						
Create and manage proposal screenings and templates	☐	☐	☐		☐					
Approve and decline proposal approvals	☐	☐	☐	☐					☐	
<b>Contracts</b>										
View, manage, and terminate contracts.	☐	☐	☐	☐	☐					
Submit and manage contract evaluations	☐	☐	☐							☐
<b>Time Bills</b>										
View, approve, and reject time bills	☐	☐	☐		☐			☐		☐
<b>Expenses</b>										
View, approve, and reject expense bills	☐	☐	☐		☐			☐		
<b>Milestones</b>										
View, approve, and reject milestone bills	☐	☐	☐		☐					
<b>Invoices</b>										
View, print, and export invoices	☐	☐	☐				☐		☐	☐
Generate invoices from bills	☐									
<b>Users</b>										
View, modify, and deactivate user accounts	☐									
<b>Reports</b>										
Create, view, print, and export reports	☐	☐	☐	☐		☐			☐	☐
<b>Settings</b>										
View and modify organization information	☐					☐				
View and modify custom field configurations	☐					☐				
View and modify approval steps and roles	☐									
View and modify classification configurations	☐					☐				
<b>Pricing</b>										
View and modify billing codes and rate cards	☐					☐				
View and modify pricing agreements	☐									



**PACIFIC RIM:** Arizona - California - Nevada - Hawaii**CONTRACTOR:** CovendisPortion of business to Micro/Small/Minority/Woman-owned suppliers Contractor commits to: **60%**

VMS Fee for Spend = \$0 to \$2.5	\$0.90
VMS Fee for Spend = \$2.6 to \$5.0	\$0.90
VMS Fee for Spend = \$5.1 to \$7.5	\$0.90
VMS Fee for Spend = \$7.6 to \$10.0	\$0.90
VMS Fee for Spend = \$10.1 to \$12.5	\$0.79
VMS Fee for Spend = \$12.6 to \$15.0	\$0.79
VMS Fee for Spend = \$15.1 and over	\$0.58

Note the fixed VMS per hour fee by spend level.  
Tiered fee discount methodology based on cumulative regional annual totals (in millions).

Rates are inclusive of all charges and fees excluding VMS fee. The State shall not pay any separate costs associated with the implementation, training, or other delivery requirements.

Position Title	EXPERIENCE LEVELS: 1: <2 yrs exp. 2: 2-5 yrs exp 3: 6-8 yrs exp 4: >9 yrs exp	Regional Rate Range	
		Minimum Hourly Rate	Maximum Hourly Rate
Application Developer		\$ 24.50	\$ 65.50
Application Developer	Level 2	\$ 30.00	\$ 77.50
Application Developer	Level 3	\$ 37.00	\$ 93.50
Application Developer	Level 4	\$ 43.50	\$ 108.50
Application Systems Analysis/Programming Manager	Level 1	\$ 24.50	\$ 68.00
Application Systems Analysis/Programming Manager	Level 2	\$ 30.00	\$ 78.50
Application Systems Analysis/Programming Manager	Level 3	\$ 37.00	\$ 94.50
Application Systems Analysis/Programming Manager	Level 4	\$ 43.50	\$ 113.00
Application Systems Analyst/Programmer	Level 1	\$ 24.50	\$ 62.00
Application Systems Analyst/Programmer	Level 2	\$ 30.00	\$ 74.00
Application Systems Analyst/Programmer	Level 3	\$ 37.00	\$ 87.50
Application Systems Analyst/Programmer	Level 4	\$ 43.50	\$ 100.50
Architect	Level 1	\$ 32.00	\$ 83.00
Architect	Level 2	\$ 40.50	\$ 94.50
Architect	Level 3	\$ 49.00	\$ 108.50
Architect	Level 4	\$ 57.50	\$ 120.50
Business Analyst	Level 1	\$ 23.50	\$ 62.00
Business Analyst	Level 2	\$ 30.00	\$ 74.00
Business Analyst	Level 3	\$ 37.00	\$ 87.50
Business Analyst	Level 4	\$ 45.50	\$ 96.50
Business Subject Matter Expert	Level 1	\$ 21.50	\$ 69.50
Business Subject Matter Expert	Level 2	\$ 30.00	\$ 85.00
Business Subject Matter Expert	Level 3	\$ 37.00	\$ 95.50
Business Subject Matter Expert	Level 4	\$ 45.50	\$ 108.00
Business Systems Consultant	Level 1	\$ 23.50	\$ 69.50
Business Systems Consultant	Level 2	\$ 30.00	\$ 83.00
Business Systems Consultant	Level 3	\$ 37.00	\$ 95.50
Business Systems Consultant	Level 4	\$ 45.50	\$ 109.00
Business Systems Consultant Manager	Level 1	\$ 23.50	\$ 73.50
Business Systems Consultant Manager	Level 2	\$ 30.00	\$ 93.00
Business Systems Consultant Manager	Level 3	\$ 37.00	\$ 100.00
Business Systems Consultant Manager	Level 4	\$ 45.50	\$ 116.50

Position Title	EXPERIENCE LEVELS: 1: <2 yrs exp. 2: 2-5 yrs exp 3: 6-8 yrs exp 4: >9 yrs exp	Regional Rate Range	
		Minimum Hourly Rate	Maximum Hourly Rate
CADD/GIS Administrator	Level 1	\$ 19.50	\$ 67.00
CADD/GIS Administrator	Level 2	\$ 23.50	\$ 77.00
CADD/GIS Administrator	Level 3	\$ 29.00	\$ 97.00
CADD/GIS Administrator	Level 4	\$ 32.00	\$ 113.00
Client Technologies Specialist	Level 1	\$ 13.00	\$ 68.00
Client Technologies Specialist	Level 2	\$ 18.00	\$ 79.00
Client Technologies Specialist	Level 3	\$ 20.50	\$ 94.50
Client Technologies Specialist	Level 4	\$ 23.50	\$ 111.00
Communications Analyst	Level 1	\$ 16.00	\$ 62.50
Communications Analyst	Level 2	\$ 21.50	\$ 73.00
Communications Analyst	Level 3	\$ 26.50	\$ 82.00
Communications Analyst	Level 4	\$ 32.00	\$ 91.00
Computer Operations Manager	Level 1	\$ 16.00	\$ 63.50
Computer Operations Manager	Level 2	\$ 19.50	\$ 74.00
Computer Operations Manager	Level 3	\$ 23.50	\$ 92.50
Computer Operations Manager	Level 4	\$ 27.50	\$ 103.50
Computer Operator	Level 1	\$ 13.00	\$ 43.50
Computer Operator	Level 2	\$ 18.00	\$ 53.50
Computer Operator	Level 3	\$ 20.50	\$ 65.00
Computer Operator	Level 4	\$ 23.50	\$ 77.00
Computer Scheduler	Level 1	\$ 13.00	\$ 44.50
Computer Scheduler	Level 2	\$ 18.00	\$ 53.50
Computer Scheduler	Level 3	\$ 20.50	\$ 67.00
Computer Scheduler	Level 4	\$ 23.50	\$ 79.50
Configuration Management Specialist	Level 1	\$ 13.00	\$ 62.00
Configuration Management Specialist	Level 2	\$ 18.00	\$ 74.00
Configuration Management Specialist	Level 3	\$ 20.50	\$ 87.50
Configuration Management Specialist	Level 4	\$ 23.50	\$ 102.00
Data Administrator	Level 1	\$ 19.50	\$ 66.50
Data Administrator	Level 2	\$ 23.50	\$ 77.00
Data Administrator	Level 3	\$ 26.50	\$ 95.50
Data Administrator	Level 4	\$ 30.00	\$ 108.50
Data Architect	Level 1	\$ 23.50	\$ 81.50
Data Architect	Level 2	\$ 26.50	\$ 94.50
Data Architect	Level 3	\$ 30.00	\$ 108.00
Data Architect	Level 4	\$ 34.00	\$ 131.00
Data Entry Operator	Level 1	\$ 13.00	\$ 43.50
Data Entry Operator	Level 2	\$ 15.00	\$ 53.50
Data Entry Operator	Level 3	\$ 17.00	\$ 65.00
Data Entry Operator	Level 4	\$ 19.50	\$ 77.00
Data Processing Operator	Level 1	\$ 13.00	\$ 44.50
Data Processing Operator	Level 2	\$ 15.00	\$ 51.00
Data Processing Operator	Level 3	\$ 17.00	\$ 61.50
Data Processing Operator	Level 4	\$ 19.50	\$ 74.50
Data Warehousing Administrator	Level 1	\$ 23.50	\$ 70.50
Data Warehousing Administrator	Level 2	\$ 26.50	\$ 85.00
Data Warehousing Administrator	Level 3	\$ 30.00	\$ 99.50

Position Title	EXPERIENCE LEVELS: 1: <2 yrs exp. 2: 2-5 yrs exp 3: 6-8 yrs exp 4: >9 yrs exp	Regional Rate Range	
		Minimum Hourly Rate	Maximum Hourly Rate
Data Warehousing Administrator	Level 4	\$ 34.00	\$ 110.00
Data Warehousing Analyst	Level 1	\$ 23.50	\$ 71.00
Data Warehousing Analyst	Level 2	\$ 26.50	\$ 81.00
Data Warehousing Analyst	Level 3	\$ 30.00	\$ 94.50
Data Warehousing Analyst	Level 4	\$ 34.00	\$ 105.00
Data/Voice Communications Manager	Level 1	\$ 18.00	\$ 69.50
Data/Voice Communications Manager	Level 2	\$ 20.50	\$ 76.00
Data/Voice Communications Manager	Level 3	\$ 25.50	\$ 88.50
Data/Voice Communications Manager	Level 4	\$ 30.00	\$ 104.50
Database Administrator	Level 1	\$ 23.50	\$ 70.50
Database Administrator	Level 2	\$ 26.50	\$ 81.00
Database Administrator	Level 3	\$ 30.00	\$ 95.50
Database Administrator	Level 4	\$ 37.00	\$ 106.00
Database Analyst	Level 1	\$ 32.00	\$ 62.50
Database Analyst	Level 2	\$ 37.00	\$ 76.00
Database Analyst	Level 3	\$ 42.50	\$ 91.50
Database Analyst	Level 4	\$ 48.00	\$ 105.00
Database Architect	Level 1	\$ 32.00	\$ 83.00
Database Architect	Level 2	\$ 37.00	\$ 92.00
Database Architect	Level 3	\$ 42.50	\$ 106.00
Database Architect	Level 4	\$ 48.00	\$ 127.00
Database Manager/Administrator	Level 1	\$ 32.00	\$ 70.50
Database Manager/Administrator	Level 2	\$ 37.00	\$ 85.00
Database Manager/Administrator	Level 3	\$ 42.50	\$ 98.00
Database Manager/Administrator	Level 4	\$ 48.00	\$ 116.50
Disaster Recovery Administrator	Level 1	\$ 32.00	\$ 70.50
Disaster Recovery Administrator	Level 2	\$ 37.00	\$ 81.50
Disaster Recovery Administrator	Level 3	\$ 42.50	\$ 95.50
Disaster Recovery Administrator	Level 4	\$ 48.00	\$ 115.00
Disaster Recovery Analyst	Level 1	\$ 32.00	\$ 65.00
Disaster Recovery Analyst	Level 2	\$ 37.00	\$ 79.50
Disaster Recovery Analyst	Level 3	\$ 42.50	\$ 91.50
Disaster Recovery Analyst	Level 4	\$ 48.00	\$ 98.00
Enterprise Architect	Level 1	\$ 34.00	\$ 85.00
Enterprise Architect	Level 2	\$ 40.50	\$ 100.50
Enterprise Architect	Level 3	\$ 45.50	\$ 115.50
Enterprise Architect	Level 4	\$ 51.00	\$ 136.50
Functional Architect	Level 1	\$ 34.00	\$ 83.50
Functional Architect	Level 2	\$ 40.50	\$ 98.50
Functional Architect	Level 3	\$ 45.50	\$ 114.50
Functional Architect	Level 4	\$ 51.00	\$ 134.00
Graphic Artist	Level 1	\$ 19.50	\$ 58.50
Graphic Artist	Level 2	\$ 25.50	\$ 69.00
Graphic Artist	Level 3	\$ 34.00	\$ 78.50
Graphic Artist	Level 4	\$ 38.50	\$ 92.50
Help Desk Analyst	Level 1	\$ 11.00	\$ 46.50
Help Desk Analyst	Level 2	\$ 15.00	\$ 55.00

Position Title	EXPERIENCE LEVELS: 1: <2 yrs exp. 2: 2-5 yrs exp 3: 6-8 yrs exp 4: >9 yrs exp	Regional Rate Range	
		Minimum Hourly Rate	Maximum Hourly Rate
Help Desk Analyst	Level 3	\$ 19.50	\$ 69.50
Help Desk Analyst	Level 4	\$ 23.50	\$ 85.00
Help Desk Coordinator	Level 1	\$ 11.00	\$ 46.50
Help Desk Coordinator	Level 2	\$ 14.00	\$ 55.00
Help Desk Coordinator	Level 3	\$ 16.00	\$ 69.50
Help Desk Coordinator	Level 4	\$ 19.50	\$ 81.00
Help Desk Manager	Level 1	\$ 15.00	\$ 58.00
Help Desk Manager	Level 2	\$ 19.50	\$ 70.50
Help Desk Manager	Level 3	\$ 24.50	\$ 86.00
Help Desk Manager	Level 4	\$ 29.00	\$ 105.00
Help Desk Service Specialist	Level 1	\$ 11.00	\$ 49.50
Help Desk Service Specialist	Level 2	\$ 13.00	\$ 60.00
Help Desk Service Specialist	Level 3	\$ 15.00	\$ 71.00
Help Desk Service Specialist	Level 4	\$ 16.00	\$ 87.50
Help Desk Technician	Level 1	\$ 13.00	\$ 46.50
Help Desk Technician	Level 2	\$ 15.00	\$ 55.00
Help Desk Technician	Level 3	\$ 16.00	\$ 69.50
Help Desk Technician	Level 4	\$ 17.00	\$ 81.00
IBM Specialty Software Architect	Level 1	\$ 21.50	\$ 83.50
IBM Specialty Software Architect	Level 2	\$ 25.50	\$ 99.50
IBM Specialty Software Architect	Level 3	\$ 30.00	\$ 110.00
IBM Specialty Software Architect	Level 4	\$ 36.00	\$ 132.50
IBM Specialty Technical Specialist	Level 1	\$ 15.00	\$ 74.00
IBM Specialty Technical Specialist	Level 2	\$ 19.50	\$ 88.50
IBM Specialty Technical Specialist	Level 3	\$ 24.50	\$ 95.00
IBM Specialty Technical Specialist	Level 4	\$ 29.00	\$ 106.00
Independent Verification &Validation	Level 1	\$ 15.00	\$ 72.00
Independent Verification &Validation	Level 2	\$ 19.50	\$ 81.50
Independent Verification &Validation	Level 3	\$ 24.50	\$ 93.00
Independent Verification &Validation	Level 4	\$ 29.00	\$ 106.00
Information Security Analyst	Level 1	\$ 21.50	\$ 71.50
Information Security Analyst	Level 2	\$ 25.50	\$ 82.00
Information Security Analyst	Level 3	\$ 31.00	\$ 97.00
Information Security Analyst	Level 4	\$ 36.00	\$ 113.00
Information Security Manager	Level 1	\$ 23.50	\$ 85.00
Information Security Manager	Level 2	\$ 26.50	\$ 94.50
Information Security Manager	Level 3	\$ 34.00	\$ 104.00
Information Security Manager	Level 4	\$ 37.00	\$ 116.50
Information Security Project Manager	Level 1	\$ 26.50	\$ 85.00
Information Security Project Manager	Level 2	\$ 32.00	\$ 99.50
Information Security Project Manager	Level 3	\$ 37.00	\$ 114.50
Information Security Project Manager	Level 4	\$ 42.50	\$ 127.00
Information Systems Auditor	Level 1	\$ 21.50	\$ 78.50
Information Systems Auditor	Level 2	\$ 25.50	\$ 89.00
Information Systems Auditor	Level 3	\$ 30.00	\$ 99.50
Information Systems Auditor	Level 4	\$ 34.00	\$ 115.50
Information Systems Security Compliance Manager	Level 1	\$ 30.00	\$ 81.00

Position Title	EXPERIENCE LEVELS: 1: <2 yrs exp. 2: 2-5 yrs exp 3: 6-8 yrs exp 4: >9 yrs exp	Regional Rate Range	
		Minimum Hourly Rate	Maximum Hourly Rate
Information Systems Security Compliance Manager	Level 2	\$ 36.00	\$ 95.50
Information Systems Security Compliance Manager	Level 3	\$ 42.50	\$ 106.00
Information Systems Security Compliance Manager	Level 4	\$ 48.00	\$ 125.00
LAN Administration Manager	Level 1	\$ 30.00	\$ 74.00
LAN Administration Manager	Level 2	\$ 36.00	\$ 86.50
LAN Administration Manager	Level 3	\$ 42.50	\$ 95.50
LAN Administration Manager	Level 4	\$ 48.00	\$ 113.00
LAN Administrator	Level 1	\$ 26.50	\$ 65.00
LAN Administrator	Level 2	\$ 30.00	\$ 76.00
LAN Administrator	Level 3	\$ 36.00	\$ 91.50
LAN Administrator	Level 4	\$ 42.50	\$ 102.00
LAN Support Technician	Level 1	\$ 13.00	\$ 53.00
LAN Support Technician	Level 2	\$ 16.00	\$ 65.00
LAN Support Technician	Level 3	\$ 19.50	\$ 76.50
LAN Support Technician	Level 4	\$ 21.50	\$ 89.00
Linux System Administrator	Level 1	\$ 26.50	\$ 68.00
Linux System Administrator	Level 2	\$ 30.00	\$ 77.00
Linux System Administrator	Level 3	\$ 36.00	\$ 95.50
Linux System Administrator	Level 4	\$ 42.50	\$ 108.50
Microsoft Specialty Principal Consultant	Level 1	\$ 16.00	\$ 85.00
Microsoft Specialty Principal Consultant	Level 2	\$ 25.50	\$ 103.50
Microsoft Specialty Principal Consultant	Level 3	\$ 34.00	\$ 129.50
Microsoft Specialty Principal Consultant	Level 4	\$ 40.50	\$ 152.50
Microsoft Specialty Technician	Level 1	\$ 16.00	\$ 62.50
Microsoft Specialty Technician	Level 2	\$ 22.50	\$ 71.50
Microsoft Specialty Technician	Level 3	\$ 24.50	\$ 85.00
Microsoft Specialty Technician	Level 4	\$ 26.50	\$ 97.00
Mobile Specialist	Level 1	\$ 16.00	\$ 71.00
Mobile Specialist	Level 2	\$ 22.50	\$ 78.50
Mobile Specialist	Level 3	\$ 24.50	\$ 98.00
Mobile Specialist	Level 4	\$ 26.50	\$ 119.00
Network Engineer	Level 1	\$ 16.00	\$ 66.50
Network Engineer	Level 2	\$ 22.50	\$ 77.00
Network Engineer	Level 3	\$ 24.50	\$ 95.50
Network Engineer	Level 4	\$ 26.50	\$ 108.50
Oracle Policy Automation Functional Consultant	Level 1	\$ 27.50	\$ 89.00
Oracle Policy Automation Functional Consultant	Level 2	\$ 34.00	\$ 103.50
Oracle Policy Automation Functional Consultant	Level 3	\$ 40.50	\$ 116.50
Oracle Policy Automation Functional Consultant	Level 4	\$ 48.00	\$ 135.00
Oracle UPK Technical Administrator	Level 1	\$ 27.50	\$ 88.50
Oracle UPK Technical Administrator	Level 2	\$ 34.00	\$ 99.00
Oracle UPK Technical Administrator	Level 3	\$ 40.50	\$ 110.00
Oracle UPK Technical Administrator	Level 4	\$ 48.00	\$ 126.00
Oracle/PeopleSoft Administrator	Level 1	\$ 30.00	\$ 81.00
Oracle/PeopleSoft Administrator	Level 2	\$ 34.00	\$ 92.50
Oracle/PeopleSoft Administrator	Level 3	\$ 40.50	\$ 108.50
Oracle/PeopleSoft Administrator	Level 4	\$ 48.00	\$ 124.50

Position Title	EXPERIENCE LEVELS: 1: <2 yrs exp. 2: 2-5 yrs exp 3: 6-8 yrs exp 4: >9 yrs exp	Regional Rate Range	
		Minimum Hourly Rate	Maximum Hourly Rate
Oracle/Peoplesoft Customer Experience Consultant	Level 1	\$ 25.50	\$ 77.00
Oracle/Peoplesoft Customer Experience Consultant	Level 2	\$ 31.00	\$ 90.00
Oracle/Peoplesoft Customer Experience Consultant	Level 3	\$ 36.00	\$ 106.00
Oracle/Peoplesoft Customer Experience Consultant	Level 4	\$ 41.50	\$ 126.00
ORACLE/PEOPLESOFT DBA	Level 1	\$ 32.00	\$ 86.00
ORACLE/PEOPLESOFT DBA	Level 2	\$ 38.50	\$ 97.50
ORACLE/PEOPLESOFT DBA	Level 3	\$ 43.50	\$ 110.00
ORACLE/PEOPLESOFT DBA	Level 4	\$ 49.00	\$ 127.00
Oracle/PeopleSoft EPM Business Intelligence Analyst	Level 1	\$ 32.00	\$ 80.50
Oracle/PeopleSoft EPM Business Intelligence Analyst	Level 2	\$ 38.50	\$ 91.00
Oracle/PeopleSoft EPM Business Intelligence Analyst	Level 3	\$ 43.50	\$ 106.00
Oracle/PeopleSoft EPM Business Intelligence Analyst	Level 4	\$ 49.00	\$ 126.00
Oracle/PeopleSoft EPM Business Intelligence Architect	Level 1	\$ 32.00	\$ 94.50
Oracle/PeopleSoft EPM Business Intelligence Architect	Level 2	\$ 38.50	\$ 106.00
Oracle/PeopleSoft EPM Business Intelligence Architect	Level 3	\$ 43.50	\$ 118.00
Oracle/PeopleSoft EPM Business Intelligence Architect	Level 4	\$ 49.00	\$ 135.50
Oracle/PeopleSoft EPM Business Intelligence Developer/Administrator	Level 1	\$ 32.00	\$ 82.00
Oracle/PeopleSoft EPM Business Intelligence Developer/Administrator	Level 2	\$ 38.50	\$ 98.00
Oracle/PeopleSoft EPM Business Intelligence Developer/Administrator	Level 3	\$ 43.50	\$ 110.00
Oracle/PeopleSoft EPM Business Intelligence Developer/Administrator	Level 4	\$ 49.00	\$ 127.00
Oracle/PeopleSoft EPM Technical Analyst	Level 1	\$ 32.00	\$ 74.00
Oracle/PeopleSoft EPM Technical Analyst	Level 2	\$ 38.50	\$ 86.50
Oracle/PeopleSoft EPM Technical Analyst	Level 3	\$ 43.50	\$ 95.50
Oracle/PeopleSoft EPM Technical Analyst	Level 4	\$ 49.00	\$ 119.00
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer	Level 1	\$ 32.00	\$ 86.50
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer	Level 2	\$ 38.50	\$ 97.50
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer	Level 3	\$ 43.50	\$ 109.00
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer	Level 4	\$ 49.00	\$ 126.00
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant	Level 1	\$ 32.00	\$ 88.00
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant	Level 2	\$ 38.50	\$ 103.50
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant	Level 3	\$ 43.50	\$ 114.50
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant	Level 4	\$ 49.00	\$ 129.00
Oracle/PeopleSoft HRMS Functional Consultant	Level 1	\$ 32.00	\$ 82.00
Oracle/PeopleSoft HRMS Functional Consultant	Level 2	\$ 38.50	\$ 95.50
Oracle/PeopleSoft HRMS Functional Consultant	Level 3	\$ 43.50	\$ 111.00
Oracle/PeopleSoft HRMS Functional Consultant	Level 4	\$ 49.00	\$ 131.00
Oracle/PeopleSoft Human Resource Developer	Level 1	\$ 32.00	\$ 83.00
Oracle/PeopleSoft Human Resource Developer	Level 2	\$ 38.50	\$ 96.50
Oracle/PeopleSoft Human Resource Developer	Level 3	\$ 43.50	\$ 108.00
Oracle/PeopleSoft Human Resource Developer	Level 4	\$ 49.00	\$ 124.50
Oracle/PeopleSoft Project Manager	Level 1	\$ 32.00	\$ 78.50
Oracle/PeopleSoft Project Manager	Level 2	\$ 38.50	\$ 87.50
Oracle/PeopleSoft Project Manager	Level 3	\$ 43.50	\$ 98.00
Oracle/PeopleSoft Project Manager	Level 4	\$ 49.00	\$ 118.00
Oracle/PeopleSoft Security Analyst/Engineer	Level 1	\$ 32.00	\$ 79.50
Oracle/PeopleSoft Security Analyst/Engineer	Level 2	\$ 38.50	\$ 90.00
Oracle/PeopleSoft Security Analyst/Engineer	Level 3	\$ 43.50	\$ 100.50

Position Title	EXPERIENCE LEVELS: 1: <2 yrs exp. 2: 2-5 yrs exp 3: 6-8 yrs exp 4: >9 yrs exp	Regional Rate Range	
		Minimum Hourly Rate	Maximum Hourly Rate
Oracle/PeopleSoft Security Analyst/Engineer	Level 4	\$ 49.00	\$ 126.00
Oracle/PeopleSoft Systems Analyst/Designer	Level 1	\$ 32.00	\$ 77.00
Oracle/PeopleSoft Systems Analyst/Designer	Level 2	\$ 38.50	\$ 87.50
Oracle/PeopleSoft Systems Analyst/Designer	Level 3	\$ 43.50	\$ 99.00
Oracle/PeopleSoft Systems Analyst/Designer	Level 4	\$ 49.00	\$ 119.00
Oracle/Peoplesoft Technical Architect	Level 1	\$ 32.00	\$ 85.00
Oracle/Peoplesoft Technical Architect	Level 2	\$ 38.50	\$ 100.50
Oracle/Peoplesoft Technical Architect	Level 3	\$ 43.50	\$ 111.00
Oracle/Peoplesoft Technical Architect	Level 4	\$ 49.00	\$ 127.00
Oracle/Peoplesoft Testing Consultant	Level 1	\$ 26.50	\$ 71.50
Oracle/Peoplesoft Testing Consultant	Level 2	\$ 30.00	\$ 85.00
Oracle/Peoplesoft Testing Consultant	Level 3	\$ 36.00	\$ 95.50
Oracle/Peoplesoft Testing Consultant	Level 4	\$ 42.50	\$ 114.00
PeopleSoft Functional/Technical Planning & Budgeting Resource	Level 1	\$ 32.00	\$ 79.50
PeopleSoft Functional/Technical Planning & Budgeting Resource	Level 2	\$ 38.50	\$ 90.00
PeopleSoft Functional/Technical Planning & Budgeting Resource	Level 3	\$ 43.50	\$ 103.50
PeopleSoft Functional/Technical Planning & Budgeting Resource	Level 4	\$ 49.00	\$ 118.00
Product Specialist	Level 1	\$ 26.50	\$ 68.00
Product Specialist	Level 2	\$ 30.00	\$ 78.50
Product Specialist	Level 3	\$ 36.00	\$ 92.50
Product Specialist	Level 4	\$ 42.50	\$ 111.00
Production Control Manager	Level 1	\$ 26.50	\$ 79.50
Production Control Manager	Level 2	\$ 30.00	\$ 90.00
Production Control Manager	Level 3	\$ 36.00	\$ 95.50
Production Control Manager	Level 4	\$ 42.50	\$ 111.00
Programmer	Level 1	\$ 26.50	\$ 61.50
Programmer	Level 2	\$ 30.00	\$ 74.00
Programmer	Level 3	\$ 36.00	\$ 91.50
Programmer	Level 4	\$ 42.50	\$ 100.50
Project Controller	Level 1	\$ 26.50	\$ 71.50
Project Controller	Level 2	\$ 30.00	\$ 82.00
Project Controller	Level 3	\$ 36.00	\$ 97.00
Project Controller	Level 4	\$ 42.50	\$ 113.00
Project/Program Manager	Level 1	\$ 26.50	\$ 73.50
Project/Program Manager	Level 2	\$ 30.00	\$ 83.00
Project/Program Manager	Level 3	\$ 36.00	\$ 95.50
Project/Program Manager	Level 4	\$ 42.50	\$ 119.00
Quality Assurance Analyst	Level 1	\$ 25.50	\$ 66.50
Quality Assurance Analyst	Level 2	\$ 30.00	\$ 77.00
Quality Assurance Analyst	Level 3	\$ 37.00	\$ 95.50
Quality Assurance Analyst	Level 4	\$ 42.50	\$ 107.50
Quality Assurance Manager	Level 1	\$ 32.00	\$ 73.00
Quality Assurance Manager	Level 2	\$ 34.00	\$ 85.50
Quality Assurance Manager	Level 3	\$ 40.50	\$ 97.00
Quality Assurance Manager	Level 4	\$ 48.00	\$ 119.00
SAN Administrator	Level 1	\$ 26.50	\$ 77.00
SAN Administrator	Level 2	\$ 30.00	\$ 90.00



Position Title	EXPERIENCE LEVELS: 1: <2 yrs exp. 2: 2-5 yrs exp 3: 6-8 yrs exp 4: >9 yrs exp	Regional Rate Range	
		Minimum Hourly Rate	Maximum Hourly Rate
SAN Administrator	Level 3	\$ 36.00	\$ 100.50
SAN Administrator	Level 4	\$ 42.50	\$ 127.00
Senior Quality Assurance Analyst	Level 1	\$ 37.00	\$ 74.50
Senior Quality Assurance Analyst	Level 2	\$ 42.50	\$ 86.00
Senior Quality Assurance Analyst	Level 3	\$ 44.50	\$ 97.00
Senior Quality Assurance Analyst	Level 4	\$ 48.00	\$ 108.50
Software Engineer	Level 1	\$ 26.50	\$ 62.50
Software Engineer	Level 2	\$ 30.00	\$ 74.00
Software Engineer	Level 3	\$ 36.00	\$ 89.00
Software Engineer	Level 4	\$ 42.50	\$ 105.00
Software Process Engineer	Level 1	\$ 26.50	\$ 63.50
Software Process Engineer	Level 2	\$ 30.00	\$ 74.00
Software Process Engineer	Level 3	\$ 36.00	\$ 89.00
Software Process Engineer	Level 4	\$ 42.50	\$ 105.00
Solution Architect	Level 1	\$ 32.00	\$ 83.00
Solution Architect	Level 2	\$ 38.50	\$ 93.00
Solution Architect	Level 3	\$ 43.50	\$ 105.00
Solution Architect	Level 4	\$ 49.00	\$ 125.00
System Administrator	Level 1	\$ 21.50	\$ 69.00
System Administrator	Level 2	\$ 25.50	\$ 81.00
System Administrator	Level 3	\$ 27.50	\$ 95.50
System Administrator	Level 4	\$ 31.00	\$ 108.50
System Engineer	Level 1	\$ 19.50	\$ 68.00
System Engineer	Level 2	\$ 22.50	\$ 74.00
System Engineer	Level 3	\$ 24.50	\$ 87.50
System Engineer	Level 4	\$ 26.50	\$ 101.50
System Specialist	Level 1	\$ 21.50	\$ 69.00
System Specialist	Level 2	\$ 25.50	\$ 79.50
System Specialist	Level 3	\$ 27.50	\$ 93.50
System Specialist	Level 4	\$ 31.00	\$ 119.00
Systems Administrator	Level 1	\$ 21.50	\$ 63.50
Systems Administrator	Level 2	\$ 25.50	\$ 74.00
Systems Administrator	Level 3	\$ 27.50	\$ 90.00
Systems Administrator	Level 4	\$ 31.00	\$ 100.50
Systems Administrator Manager	Level 1	\$ 21.50	\$ 76.00
Systems Administrator Manager	Level 2	\$ 25.50	\$ 86.50
Systems Administrator Manager	Level 3	\$ 27.50	\$ 97.00
Systems Administrator Manager	Level 4	\$ 31.00	\$ 116.50
Team Lead	Level 1	\$ 19.50	\$ 79.50
Team Lead	Level 2	\$ 22.50	\$ 90.00
Team Lead	Level 3	\$ 24.50	\$ 99.50
Team Lead	Level 4	\$ 26.50	\$ 125.00
Technical Architect	Level 1	\$ 30.00	\$ 83.50
Technical Architect	Level 2	\$ 34.00	\$ 94.50
Technical Architect	Level 3	\$ 37.00	\$ 105.00
Technical Architect	Level 4	\$ 41.50	\$ 127.00
Technical Specialist	Level 1	\$ 13.00	\$ 69.00



Position Title	EXPERIENCE LEVELS: 1: <2 yrs exp. 2: 2-5 yrs exp 3: 6-8 yrs exp 4: >9 yrs exp	Regional Rate Range	
		Minimum Hourly Rate	Maximum Hourly Rate
Technical Specialist	Level 2	\$ 16.00	\$ 79.50
Technical Specialist	Level 3	\$ 19.50	\$ 94.50
Technical Specialist	Level 4	\$ 22.50	\$ 108.50
Technical Writer	Level 1	\$ 19.50	\$ 54.50
Technical Writer	Level 2	\$ 23.50	\$ 70.50
Technical Writer	Level 3	\$ 26.50	\$ 81.00
Technical Writer	Level 4	\$ 32.00	\$ 98.00
Telecom Engineer	Level 1	\$ 13.00	\$ 63.50
Telecom Engineer	Level 2	\$ 16.00	\$ 73.50
Telecom Engineer	Level 3	\$ 19.50	\$ 85.00
Telecom Engineer	Level 4	\$ 22.50	\$ 99.00
Tester	Level 1	\$ 23.50	\$ 68.00
Tester	Level 2	\$ 26.50	\$ 78.50
Tester	Level 3	\$ 34.00	\$ 87.50
Tester	Level 4	\$ 42.50	\$ 99.50
Testing Manager	Level 1	\$ 32.00	\$ 73.00
Testing Manager	Level 2	\$ 38.50	\$ 85.50
Testing Manager	Level 3	\$ 43.50	\$ 97.00
Testing Manager	Level 4	\$ 48.00	\$ 119.00
Trainers	Level 1	\$ 23.50	\$ 58.50
Trainers	Level 2	\$ 26.50	\$ 65.00
Trainers	Level 3	\$ 34.00	\$ 78.00
Trainers	Level 4	\$ 42.50	\$ 93.00
Training Developers	Level 1	\$ 23.50	\$ 63.50
Training Developers	Level 2	\$ 26.50	\$ 74.00
Training Developers	Level 3	\$ 30.00	\$ 91.50
Training Developers	Level 4	\$ 34.00	\$ 114.00
Unisys Specialty Architectural Specialist	Level 1	\$ 21.50	\$ 74.00
Unisys Specialty Architectural Specialist	Level 2	\$ 25.50	\$ 86.00
Unisys Specialty Architectural Specialist	Level 3	\$ 30.00	\$ 100.50
Unisys Specialty Architectural Specialist	Level 4	\$ 34.00	\$ 118.00
Unisys Specialty Equipment Operator	Level 1	\$ 19.50	\$ 57.50
Unisys Specialty Equipment Operator	Level 2	\$ 25.50	\$ 66.50
Unisys Specialty Equipment Operator	Level 3	\$ 30.00	\$ 77.50
Unisys Specialty Equipment Operator	Level 4	\$ 34.00	\$ 89.00
Unisys Specialty Production Control Operator	Level 1	\$ 21.50	\$ 61.00
Unisys Specialty Production Control Operator	Level 2	\$ 25.50	\$ 69.50
Unisys Specialty Production Control Operator	Level 3	\$ 30.00	\$ 83.50
Unisys Specialty Production Control Operator	Level 4	\$ 34.00	\$ 97.50
Unisys Specialty Service Delivery Specialist	Level 1	\$ 21.50	\$ 69.00
Unisys Specialty Service Delivery Specialist	Level 2	\$ 25.50	\$ 79.50
Unisys Specialty Service Delivery Specialist	Level 3	\$ 30.00	\$ 90.00
Unisys Specialty Service Delivery Specialist	Level 4	\$ 34.00	\$ 100.00
UPK TECHNICAL ADMINISTRATOR	Level 1	\$ 22.50	\$ 69.00
UPK TECHNICAL ADMINISTRATOR	Level 2	\$ 26.50	\$ 81.00
UPK TECHNICAL ADMINISTRATOR	Level 3	\$ 31.00	\$ 93.50
UPK TECHNICAL ADMINISTRATOR	Level 4	\$ 34.00	\$ 111.00

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Position Title	EXPERIENCE LEVELS: 1: <2 yrs exp. 2: 2-5 yrs exp 3: 6-8 yrs exp 4: >9 yrs exp	Regional Rate Range	
		Minimum Hourly Rate	Maximum Hourly Rate
Video Conference Specialist	Level 1	\$ 13.00	\$ 58.50
Video Conference Specialist	Level 2	\$ 16.00	\$ 63.50
Video Conference Specialist	Level 3	\$ 19.50	\$ 73.00
Video Conference Specialist	Level 4	\$ 22.50	\$ 85.00
Voice/Data Engineer	Level 1	\$ 13.00	\$ 66.50
Voice/Data Engineer	Level 2	\$ 16.00	\$ 74.50
Voice/Data Engineer	Level 3	\$ 19.50	\$ 88.00
Voice/Data Engineer	Level 4	\$ 22.50	\$ 121.50
Web Content Designer	Level 1	\$ 16.00	\$ 61.00
Web Content Designer	Level 2	\$ 19.50	\$ 76.00
Web Content Designer	Level 3	\$ 22.50	\$ 93.50
Web Content Designer	Level 4	\$ 26.50	\$ 113.00
WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR	Level 1	\$ 26.50	\$ 69.00
WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR	Level 2	\$ 32.00	\$ 82.00
WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR	Level 3	\$ 34.00	\$ 94.50
WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR	Level 4	\$ 37.00	\$ 111.00