

CTIS GSA LABOR CATEGORY DESCRIPTIONS

GSA Labor Category	General Experience	Principal Functional Responsibility	Minimum Education
Project Director III	The Project Director III has extensive experience planning and managing large-scale or complex programs and has demonstrated the ability to set and maintain overall direction for a program; to control overall scope, budget, and schedule for complex, multi-project programs; and the ability to communicate with client executive management to ensure that critical program related issues are addressed.	The Project Director II has management authority for programs and is responsible for overall contract performance for large or complex IT projects. The Project Director is responsible for providing overall direction to a program, works directly with the project/task managers on each project within the program, and ensure that a program is executed on schedule and within budget. The Project Director also meets regularly with client management to discuss status and resolve program related issues.	Bachelor's Degree in Computer Science or equivalent and 18 years relevant experience.
Project Director II	The Project Director II has extensive experience planning and managing large-scale or complex programs and has demonstrated the ability to set and maintain overall direction for a program; to control overall scope, budget, and schedule for complex, multi-project programs; and the ability to communicate with client executive management to ensure that critical program related issues are addressed.	The Project Director II has management authority for programs and is responsible for overall contract performance for large or complex IT projects. The Project Director is responsible for providing overall direction to a program, works directly with the project/task managers on each project within the program, and ensure that a program is executed on schedule and within budget. The Project Director also meets regularly with client management to discuss status and resolve program related issues.	Bachelor's Degree in Computer Science or equivalent and 15 years relevant experience.
Project Director I	The Project Director I has extensive experience planning and managing large-scale or complex programs and has demonstrated the ability to set and maintain overall direction for a program; to control overall scope, budget, and schedule for complex, multi-project programs; and the ability to communicate with client executive management to ensure that critical program related issues are addressed.	The Project Director I has management authority for programs and is responsible for overall contract performance for large or complex IT projects. The Project Director is responsible for providing overall direction to a program, works directly with the project/task managers on each project within the program, and ensure that a program is executed on schedule and within budget. The Project Director also meets regularly with client management to discuss status and resolve program related issues.	Bachelor's Degree in Computer Science or equivalent and 12 years relevant experience.

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Project Manager II	The Project Manager II has extensive experience planning and managing large-scale or complex programs and has demonstrated the ability to set and maintain overall direction for a program; to control overall scope, budget, and schedule for complex, multi-project programs; and the ability to communicate with client executive management to ensure that critical program related issues are addressed.	The Project Manager will provide day-to-day direction and control of large or complex IT Projects. The Project Manager provides technical and functional guidance to project teams, monitors the progress of tasks and deliverables, tracks and reports project status to client, and ensures that all critical project issues are addressed.	Bachelor's Degree in Computer Science or equivalent and 10 years relevant experience
Project Manager I	The Project Manager I has extensive experience planning and managing large-scale or complex programs and has demonstrated the ability to set and maintain overall direction for a program; to control overall scope, budget, and schedule for complex, multi-project programs; and the ability to communicate with client executive management to ensure that critical program related issues are addressed.	The Project Manager will provide day-to-day direction and control of large or complex IT Projects. The Project Manager provides technical and functional guidance to project teams, monitors the progress of tasks and deliverables, tracks and reports project status to client, and ensures that all critical project issues are addressed.	Bachelor's Degree in Computer Science or equivalent and 8 years relevant experience
Senior Technical Architect	The Senior Technical Architect possesses experience in projects that specialize in such areas as evaluating and architecting business systems, policies, and procedures to help implement strategic business solutions.	The Senior Technical Architect has experience developing business architectures to support an organization's vision, application blueprints that define the applications and data necessary to meet the vision, technology blueprints to meet the application and business vision, and implementation plans to transition an organization from its current state to its desired future state. They analyze current business and IT strategies, help the organization determine its future vision, design a business architecture to support the vision, and develop transition plans for designing and deploying an enterprise application and technology architecture to enable the organization to achieve this vision.	Bachelor's Degree in Computer Science or equivalent and 15 years of relevant experience

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Technical Architect	The Technical Architect possesses experience in projects that specialize in such areas as evaluating and architecting business systems, policies, and procedures to help implement strategic business solutions.	The Technical Architect has experience developing business architectures to support an organization's vision, application blueprints that define the applications and data necessary to meet the vision, technology blueprints to meet the application and business vision, and implementation plans to transition an organization from its current state to its desired future state. They analyze current business and IT strategies, help the organization determine its future vision, design a business architecture to support the vision, and develop transition plans for designing and deploying an enterprise application and technology architecture to enable the organization to achieve this vision.	Bachelor's Degree in Computer Science or equivalent and 12 years of relevant experience
Systems Analyst III	Designs, develops and maintains standalone, network and web-enabled applications. Consults with user, technical staff, and technical lead to clarify contract intent, identify problems, suggest changes, and determine extent of contracting and coding required. Evaluates user's requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Depending on scope of requirements, formulates management plan outlining steps required to develop program, using structure analysis and design, and submits plans to user for approval, develops and tests scripts, programs, and macros necessary to meet user requirements in a cost effective way.	Documents scripts, programs and macros. Installs new software on servers or user workstations. Assists users in solving operating problems. Recreates steps taken by user to locate source problem and rewrites program to correct errors. May use computer-aided software development tools, such as flowchart design, code generation, and documentation in each stage of system development. Trains users to use programs. May oversee the installation of hardware and software. Provides technical assistance to program users. Installs and test programs at user site. Monitors performance of programs after implementation. Stores, retrieves, and manipulates data for analysis of system capabilities and requirements.	Bachelor's Degree in Computer Science or equivalent and 9 years of relevant experience

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Systems Analyst II	<p>Designs, develops and maintains standalone, network and web-enabled applications. Consults with user, technical staff, and technical lead to clarify contract intent, identify problems, suggest changes, and determine extent of contracting and coding required. Evaluates user's requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Depending on scope of requirements, formulates management plan outlining steps required to develop program, using structure analysis and design, and submits plans to user for approval, develops and tests scripts, programs, and macros necessary to meet user requirements in a cost effective way.</p>	<p>Documents scripts, programs and macros. Installs new software on servers or user workstations. Assists users in solving operating problems. Recreates steps taken by user to locate source problem and rewrites program to correct errors. May use computer-aided software development tools, such as flowchart design, code generation, and documentation in each stage of system development. Trains users to use programs. May oversee the installation of hardware and software. Provides technical assistance to program users. Installs and test programs at user site. Monitors performance of programs after implementation. Stores, retrieves, and manipulates data for analysis of system capabilities and requirements.</p>	<p>Bachelor's Degree in Computer Science or equivalent and 6 years of relevant experience</p>
Systems Analyst I	<p>Designs, develops and maintains standalone, network and web-enabled applications. Consults with user, technical staff, and technical lead to clarify contract intent, identify problems, suggest changes, and determine extent of contracting and coding required. Evaluates user's requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Depending on scope of requirements, formulates management plan outlining steps required to develop program, using structure analysis and design, and submits plans to user for approval, develops and tests scripts, programs, and macros necessary to meet user requirements in a cost effective way.</p>	<p>Documents scripts, programs and macros. Installs new software on servers or user workstations. Assists users in solving operating problems. Recreates steps taken by user to locate source problem and rewrites program to correct errors. May use computer-aided software development tools, such as flowchart design, code generation, and documentation in each stage of system development. Trains users to use programs. May oversee the installation of hardware and software. Provides technical assistance to program users. Installs and test programs at user site. Monitors performance of programs after implementation. Stores, retrieves, and manipulates data for analysis of system capabilities and requirements.</p>	<p>Bachelor's Degree in Computer Science or equivalent and 3 years of relevant experience</p>

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Software Developer	The Software Developer possesses experience performing systems analysis, design, development, and implementation of technical solutions. Our Software Developers have strong analytical and technical skills and have been trained in the use of systems development methodology.	Our Software Developers provide analytical support in assisting clients with business systems design and development. Our Software Developers analyze functional and technical requirements, prepare systems designs and specifications, and perform systems development, testing, and implementation. They also develop required systems and operation documentation.	Bachelor's Degree in Computer Science or equivalent and 0 years of relevant experience
Business Analyst III	The Business Analysts possess experience performing systems analysis, design, and development, and of strategic solutions. Our Business Analysts have strong analytical and technical skills and have been trained in the use of systems development methodology.	Our Business Analysts provide analytical support in assisting clients the development of business systems. Our Business Analysts analyze functional and technical requirements, prepare systems designs and specifications, and perform systems development. They also develop required systems and operation documentation.	Bachelor's Degree in Computer Science or equivalent and 9 years of relevant experience
Business Analyst II	The Business Analysts possess experience performing systems analysis, design, and development, and of strategic solutions. Our Business Analysts have strong analytical and technical skills and have been trained in the use of systems development methodology.	Our Business Analysts provide analytical support in assisting clients the development of business systems. Our Business Analysts analyze functional and technical requirements, prepare systems designs and specifications, and perform systems development. They also develop required systems and operation documentation.	Bachelor's Degree in Computer Science or equivalent and 6 years of relevant experience

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DBA III	<p>Designs, develops and maintains client databases, data warehouses and database servers. Creates standalone and web-enabled database and data warehouse reports and pivotables and supports third-party data query products. Consults with users, technical monitor, and technical lead to clarify contract intent, identify problems, suggest changes, and determine extent of contracting and coding required.</p>	<p>Evaluates user's requests for new or modified databases to determine feasibility, cost and time required, compatibility with current databases and systems, and computer capabilities. Depending on scope of requirements, formulates management plan outlining steps required to develop database, using structured analysis and design, and submits plans to user for approval, develops and tests database structures, scripts, programs, and macros necessary to meet user requirements in a cost effective way. Documents databases, scripts, programs and macros to the appropriate extent. Installs new software on servers or user workstations. Provides configuration management of new and changed code using industry accepted tools.</p>	<p>Bachelor's Degree in Computer Science or equivalent and 12 years of relevant experience</p>
DBA II	<p>Designs, develops and maintains client databases, data warehouses and database servers. Creates standalone and web-enabled database and data warehouse reports and pivotables and supports third-party data query products. Consults with users, technical monitor, and technical lead to clarify contract intent, identify problems, suggest changes, and determine extent of contracting and coding required.</p>	<p>Evaluates user's requests for new or modified databases to determine feasibility, cost and time required, compatibility with current databases and systems, and computer capabilities. Depending on scope of requirements, formulates management plan outlining steps required to develop database, using structured analysis and design, and submits plans to user for approval, develops and tests database structures, scripts, programs, and macros necessary to meet user requirements in a cost effective way. Documents databases, scripts, programs and macros to the appropriate extent. Installs new software on servers or user workstations. Provides configuration management of new and changed code using industry accepted tools.</p>	<p>Bachelor's Degree in Computer Science or equivalent and 6 years of relevant experience</p>

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Network Engineer II	Network Engineer has strong analytical and technical skills.	Conducts a variety of network related tasks including the implementation of new networks, and maintenance and trouble shooting of existing networks. Can conduct research on network design and performance considerations. Has some latitude to make decisions and take actions to resolve problems or implement changes.	Bachelor's Degree in Computer Science or equivalent and 6 years of relevant experience
System Administrator IV	System Administrator has strong analytical and technical skills.	The System Administrator manages the server and Network Performance and maintains Network security. Ensures that security procedures are implemented and enforced. Installs network software and trains users on operation. Informs users when there are network problems and troubleshoots network problems. Implements network policies, procedures, and standards and ensures their conformance with information systems and client objectives. Maintains network software and hardware inventories. Monitors and maintains continuity with software licensing and maintenance agreements.	Bachelor's Degree in Computer Science or equivalent and 12 years relevant experience
System Administrator III	System Administrator has strong analytical and technical skills.	The System Administrator manages the server and Network Performance and maintains Network security. Ensures that security procedures are implemented and enforced. Installs network software and trains users on operation. Informs users when there are network problems and troubleshoots network problems. Implements network policies, procedures, and standards and ensures their conformance with information systems and client objectives. Maintains network software and hardware inventories. Monitors and maintains continuity with software licensing and maintenance agreements.	Bachelor's Degree in Computer Science or equivalent and 9 years relevant experience
System Administrator II	System Administrator has strong analytical and technical skills.	The System Administrator manages the server and Network Performance and maintains Network security. Ensures that security procedures are implemented and enforced. Installs network software and trains users on operation. Informs users when there are network problems and troubleshoots network problems. Implements network policies, procedures, and standards and ensures their conformance with information systems and client objectives. Maintains network software and hardware inventories. Monitors and maintains continuity with software licensing and maintenance agreements.	Bachelor's Degree in Computer Science or equivalent and 6 years relevant experience

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System Administrator I	System Administrator has strong analytical and technical skills.	The System Administrator manages the server and Network Performance and maintains Network security. Ensures that security procedures are implemented and enforced. Installs network software and trains users on operation. Informs users when there are network problems and troubleshoots network problems. Implements network policies, procedures, and standards and ensures their conformance with information systems and client objectives. Maintains network software and hardware inventories. Monitors and maintains continuity with software licensing and maintenance agreements.	Bachelor's Degree in Computer Science or equivalent and 3 years relevant experience
Software Tester IV	Software Testers examine the extent to which the hardware, software, Web site, or internal application meets expected functional requirements. For both custom and packages solutions. Software Testers validate that a solution meets the requirements specified.	Software Testers approach to functionality testing includes verifying that an application or Web site conforms to specifications and correctly performs all required functions. In addition, they perform a feature-by-feature validation of system behavior, using a wide range of normal and erroneous input data to ensure that application will perform properly.	Bachelor's Degree in Computer Science or equivalent and 12 Years of relevant experience
Software Tester III	Software Testers examine the extent to which the hardware, software, Web site, or internal application meets expected functional requirements. For both custom and packages solutions. Software Testers validate that a solution meets the requirements specified.	Software Testers approach to functionality testing includes verifying that an application or Web site conforms to specifications and correctly performs all required functions. In addition, they perform a feature-by-feature validation of system behavior, using a wide range of normal and erroneous input data to ensure that application will perform properly.	Bachelor's Degree in Computer Science or equivalent and 9 Years of relevant experience
Software Tester II	Software Testers examine the extent to which the hardware, software, Web site, or internal application meets expected functional requirements. For both custom and packages solutions. Software Testers validate that a solution meets the requirements specified.	Software Testers approach to functionality testing includes verifying that an application or Web site conforms to specifications and correctly performs all required functions. In addition, they perform a feature-by-feature validation of system behavior, using a wide range of normal and erroneous input data to ensure that application will perform properly.	Bachelor's Degree in Computer Science or equivalent and 6 Years of relevant experience

GSA Labor Category	General Experience	Principal Functional Responsibility	Minimum Education
Software Tester I	Software Testers examine the extent to which the hardware, software, Web site, or internal application meets expected functional requirements. For both custom and packages solutions. Software Testers validate that a solution meets the requirements specified.	Software Testers approach to functionality testing includes verifying that an application or Web site conforms to specifications and correctly performs all required functions. In addition, they perform a feature-by-feature validation of system behavior, using a wide range of normal and erroneous input data to ensure that application will perform properly.	High School Diploma or equivalent and 0 Years of relevant experience
Technical Writer III	The Technical Writer has experience developing technical writing and documentation pertaining to the implementation of strategic business solutions.	Specialized experience required includes preparing technical documentation including research or application of industry documentation standards and best practices.	Bachelor's Degree in English or equivalent and 12 years of relevant experience
Technical Writer II	The Technical Writer has experience developing technical writing and documentation pertaining to the implementation of strategic business solutions.	Specialized experience required includes preparing technical documentation including research or application of industry documentation standards and best practices.	Bachelor's Degree in English or equivalent and 6 years of relevant experience
Trainer III	Trainers design, develop, and deliver information system training using a structured training methodology. The Trainers have experience designing and developing training manuals to assist in training delivery, and designing and developing user manuals to explain system functionality. Trainers provide instructor lead, classroom or network based training as well as computer based training for custom developed client products.	Trainers analyze system functionality and design and develop the information systems training, training manuals, and user manuals. The Trainers are also responsible for providing guidance to the training developers and assist in the delivery of the training program.	Bachelor's Degree in Education or equivalent and 12 years of relevant experience
Trainer II	Trainers design, develop, and deliver information system training using a structured training methodology. The Trainers have experience designing and developing training manuals to assist in training delivery, and designing and developing user manuals to explain system functionality. Trainers provide instructor lead, classroom or network based training as well as computer based training for custom developed client products.	Trainers analyze system functionality and design and develop the information systems training, training manuals, and user manuals. The Trainers are also responsible for providing guidance to the training developers and assist in the delivery of the training program.	Bachelor's Degree in Education or equivalent and 6 years of relevant experience

GSA Contract No: GS-35F-0363W

GSA Labor Category	General Experience	Principal Functional Responsibility	Minimum Education
Customer Support III	Minimum of 8 years of experience with directly working with client staff and responding to support requests.	Provides technical assistance, support, and advice to customers and other users, includes technical support specialists and help desk technicians. Able to interpret problems and provide technical support for hardware, software, and systems and ensure client satisfaction.	Bachelor's Degree in Technology or equivalent and 12 years of relevant experience
Customer Support II	Minimum of 4 years of experience with directly working with client staff and responding to support requests.	Provides technical assistance, support, and advice to customers and other users, includes technical support specialists and help desk technicians. Able to interpret problems and provide technical support for hardware, software, and systems and ensure client satisfaction.	Bachelor's Degree in Technology or equivalent and 6 years of relevant experience
Quality Analyst I	Minimum of 3 years of experience with directly working with project teams to assess compliance with best practices.	Provides quality assurance audits and reports based on project team compliance with corporate or client best practices. Able to understand best practice requirements, review project artifacts, interview project staff, and to report findings to management.	Bachelor's Degree in Technology or equivalent and 3 years of relevant experience.

CTIS GSA LABOR CATEGORY RATES

GSA Labor Category	GSA Rate w/IFF 4/1/2015 to 3/31/2016	GSA Rate w/IFF 4/1/2016 to 3/31/2017	GSA Rate w/IFF 4/1/2017 to 3/31/2018	GSA Rate w/IFF 4/1/2018 to 3/31/2019	GSA Rate w/IFF 4/1/2019 to 3/31/2020
Project Director III	\$289.06	\$295.41	\$301.90	\$308.55	\$315.33
Project Director II	\$196.11	\$200.41	\$204.82	\$209.32	\$213.93
Project Director I	\$164.67	\$168.29	\$171.99	\$175.77	\$179.64
Project Manager II	\$156.50	\$159.93	\$163.45	\$167.05	\$170.72
Project Manager I	\$149.50	\$152.78	\$156.14	\$159.57	\$163.09
Senior Technical Architect	\$170.09	\$173.82	\$177.65	\$181.56	\$185.55
Technical Architect	\$116.78	\$119.35	\$121.97	\$124.66	\$127.40
Systems Analyst III	\$135.07	\$138.03	\$141.07	\$144.17	\$147.34
Systems Analyst II	\$105.20	\$107.51	\$109.88	\$112.30	\$114.77
Systems Analyst I	\$77.70	\$79.41	\$81.15	\$82.94	\$84.76
Software Developer	\$36.69	\$37.49	\$38.32	\$39.16	\$40.02
Business Analyst III	\$136.44	\$139.43	\$142.50	\$145.63	\$148.84
Business Analyst II	\$90.52	\$92.50	\$94.54	\$96.62	\$98.75
DBA III	\$165.45	\$169.08	\$172.80	\$176.60	\$180.49
DBA II	\$90.55	\$92.54	\$94.57	\$96.65	\$98.78
Network Engineer II	\$105.33	\$107.64	\$110.01	\$112.43	\$114.90
System Administrator IV	\$158.59	\$162.07	\$165.64	\$169.28	\$173.01
System Administrator III	\$89.62	\$91.59	\$93.60	\$95.66	\$97.76
System Administrator II	\$81.59	\$83.38	\$85.21	\$87.09	\$89.00
System Administrator I	\$67.35	\$68.83	\$70.34	\$71.89	\$73.47
Software Tester IV	\$115.82	\$118.36	\$120.97	\$123.63	\$126.35
Software Tester III	\$97.16	\$99.29	\$101.48	\$103.71	\$105.99
Software Tester II	\$90.48	\$92.46	\$94.50	\$96.58	\$98.70
Software Tester I	\$75.66	\$77.32	\$79.02	\$80.76	\$82.53
Technical Writer III	\$127.65	\$130.45	\$133.32	\$136.26	\$139.26
Technical Writer II	\$89.16	\$91.11	\$93.12	\$95.17	\$97.26
Trainer III	\$135.35	\$138.32	\$141.37	\$144.48	\$147.66
Trainer II	\$90.13	\$92.11	\$94.13	\$96.21	\$98.32
Customer Support III	\$127.96	\$130.77	\$133.65	\$136.59	\$139.59
Customer Support II	\$72.32	\$73.90	\$75.53	\$77.19	\$78.89
Quality Analyst I	\$90.25	\$92.23	\$94.26	\$96.33	\$98.45