



WEBSTER DATA COMMUNICATION, INC.

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### 1) Communications Engineer

- A. Minimum/General Experience. This position requires a minimum of seven years experience, of which at least five years must be specialized. Specialized experience includes: protocol analysis; knowledge of OSI protocols; experience with ATM, frame relay; other knowledge of bridges, routers, gateways, operating systems. Experience as a CCNP, CNE or MCSE desirable. General experience includes all aspects of communication network planning, installation, and support.
- B. Functional Responsibilities. Evaluates communications hardware and software, troubleshoots LAN/MAN/WAN and other network-related problems, provides technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration, provides technical leadership in the integration and testing of complex large-scale computer integrated networks. Schedules conversions and cutovers. Oversight of network control center. Supervises maintenance of systems. Coordinate with all responsible users and sites. Supervises staff.
- C. Minimum Education. A Bachelor's Degree in Computer Science or a related discipline. Alternate qualifications include: (a) with a Master's Degree in Computer Science or a related discipline, five years general experience, of which at least three years must be specialized experience, or (b) with at least eleven years general experience, a degree is not required.

### 2) Network Engineer

- A. Minimum/General Experience. This position requires a minimum of five years experience, of which at least two years must be specialized in one or more of the following areas: communications; software; communications hardware, network design, installation and support.
- B. Functional Responsibilities. Responsible for enhancement and maintenance of hardware and software on LANs, MANs, WANs, and PCs. Installs PC hardware and software with complete configuration and testing of all PC functions. Troubleshoots PC hardware and software problems and assists end users in resolving such problems. Performs WAN/MAN/LAN management tasks on an ongoing basis, to include adding and deleting users, setting up user rights, directory rights, security features and network monitoring. Installs LAN hardware, and assists in troubleshooting cable systems, hardware, and communications equipment. Maintains technical documentation on LAN components, including file servers, gateways, LAN software, and workstations. Maintains records on computer hardware and software installations and locations. Provides status reports on activities and network analysis, as required. Evaluates and advises management on hardware and software available to upgrade the network or to improve service to user community.
- C. Minimum Education. A Bachelor's Degree in Computer Science or a related discipline. Alternate qualifications include: (a) with a Master's Degree in Computer Science or a related discipline, four years general experience, of which at least one

year is specialized, or (b) with at least six years general experience, a degree is not required.

### **3) Network Technician I**

- A. Minimum/General Experience. This position requires a minimum of three years experience, of which at least two years must be specialized in one or more of the following areas: communications; software; communications hardware, network design, installation and support.
- B. Functional Responsibilities. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes and throughput) and recommends procurement, removals and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Evaluates network and communications hardware and software, troubleshoots LAN/WAN and other network-related problems. Performs general LAN/WAN administration..
- C. Minimum Education. A Bachelor's Degree in Computer Science or a related discipline. Alternate qualifications include: (a) with a Master's Degree in Computer Science or a related discipline, two years specialized experience, or (b) with at least five years general experience, a degree is not required.

### **4) Technical Instructor I**

- A. Minimum/General Experience. This position requires a minimum of three years experience, of which at least one year must include instructional training or curriculum development in one or more of the following areas: communication; software; communications hardware, network design, installation and support.
- B. Functional Responsibilities. Provide training to government networking professionals using curriculum based on fundamental network concepts such as network design, optimization of topologies, site configuration, and switching.
- C. Minimum Education. A Bachelor's Degree in Computer Science or an industry recognized instructional certification. Alternate qualifications include: (a) with a Master's Degree in Computer Science or a related discipline and industry recognized instructor certification, two years general experience, of which at least one year must be instructional training experience, or (b) with at least seven years general experience and instructional certification, a degree is not required.

### **5) Technical Instructor II**

- A. Minimum/General Experience. This position requires a minimum of five years experience, of which at least two years must include instructional training or curriculum development in one or more of the following areas: communication; software; communications hardware, network design, installation and support.
- B. Functional Responsibilities. Provide training to government networking professionals using curriculum based on advanced network concepts, characteristics, advanced design, troubleshooting, advanced routing, and multicasting.
- C. Minimum Education. A Bachelor's Degree in Computer Science or an industry recognized instructional certification. Alternate qualifications include: (a) with a Master's Degree in Computer Science or a related discipline and instructor

certification, five years general experience, of which at least two years must be instructional training experience, or (b) with at least eleven years general experience and instructional certification, a degree is not required.

## **6) Implementation Project Manager**

- A. **Minimum/General Experience.** This position requires a minimum of two years experience, of which at least one year must be specialized. Specialized experience includes: Specialized experience includes: The ability to assist Program Managers and senior project managers development of tasks during project development, expertise in the management and control of funds and resources using electronic reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types, and complexity. General experience includes increasing responsibilities in information systems design and/or management.
- B. **Functional Responsibility:** Serves as the project manager for a medium size projects. Assists the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Ensures clear communications between partners involved in design and implementation.
- C. **Minimum Education.** A Bachelor's Degree or an industry recognized Project Management Certification. Alternate qualifications include: (a) with a Master's Degree in Computer Science or a related discipline, 1-3 years project experience, or (b) with at least 5-7 years general experience, a degree is not required.

## **7) Site Data Analyst**

- A. **Minimum/General Experience.** This position requires a minimum of seven years experience, of which at least two years must be specialized. Specialized experience includes: managing NT Servers, Windows 2000 Servers, and Exchange Servers in the DoD environment. Working knowledge of DNS, WINS, and DHCP and experience implementing IAVAs. Experience drafting, implementing, and managing operations and maintenance procedures, disaster recovery plans, and INFOCON procedures.
- B. **Functional Responsibilities.** Under general direction, conceptualize, design, construct, test, implement and optimize basic infrastructure systems that enable and support business and/or engineering/manufacturing functions. Interact with the customer and supplier team to gain an understanding of the business environment, technical context and organizational strategic direction. Define scope, plans and deliverables for assigned projects.
- C. **Minimum Education.** A Bachelor's Degree in Computer Science or an industry recognized instructional certification. Alternate qualifications include: (a) with a Master's Degree in Computer Science or a related discipline, 2 years general experience, or (b) with at least 5-7 years general experience, a degree is not required.

## **8) Computer Security Specialist**

- A. Minimum/General Experience. This position requires a minimum of four years experience, of which at least two years must be specialized. Specialized experience includes: Development and implementation of IT Security policies and Standard Operating Procedures. Knowledge and working experience in IT Systems Certification and Accreditation processes and procedures. Knowledge of one of the standard methodologies used in the Certification and Accreditation process, NIST guidelines for Risk Assessment and Management, and Vulnerability Analysis in the following areas: Technical, Operational, Administrative, Physical and Personnel, and Threat Analysis. The candidate will also have experience in development of Mitigation Plans, Disaster Recovery Plans, Threat Analysis, Contingency Plans.
- B. Functional Responsibilities. Analyze and define security requirements for Multilevel Security (MLS) issues. Design, develop, engineer and implement solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment.
- C. Minimum Education. A Bachelor's Degree in Computer Science or an industry recognized instructional certification. Alternate qualifications include: (a) with a Master's Degree in Computer Science or a related discipline, 2 years general experience, or (b) with at least 8 years general experience, a degree is not required.

**9) Legacy Applications Lead**

- A. Minimum/General Experience. This position requires a minimum of three years experience, of which at least two years must be specialized. Specialized experience includes: Logistical support and project coordination experience.
- B. Functional Responsibilities. Under general direction, conceptualize, design, construct, test, and implement portions of business and technical information technology solutions through application of appropriate software development life cycle methodology. Define scope, plan and deliverables for assigned projects. Collect, identify, define, and organize detailed user and information technology requirements. Applies metric to monitor performance and measure key project criteria. Prepare system documentation.
- C. Minimum Education. A Bachelor's Degree in Computer Science or an industry recognized instructional certification. Alternate qualifications include: (a) with a Master's Degree in Computer Science or a related discipline, 1 year general experience, or (b) with at least 5-7 years general experience, a degree is not required.

**10) Printer Data Analyst**

- A. Minimum/General Experience. This position requires a minimum of one year experience, of which at least one year must be specialized. Specialized experience includes: Providing peripheral support to desktop computer users including printers, faxes, PDA's, etc.
- B. Functional Responsibilities. Responsible for day-to-day desktop rollout issues during deployment. Monitor scheduling, maintain delivery reports, participate in resolution of desktop issues and concerns. Provide on site support during surveys to locate peripherals and printers on site, assist in design placement for printers, verify independently that drops are activated and properly labeled, prepare and assist in site staging and cleanup. Participate in testing process of new solutions prior to deployment of production seats.
- C. Minimum Education. A High School diploma or High School equivalency certification.

### **11) Operations Assistant**

- A. Minimum/General Experience. This position requires a minimum of two years experience, of which at least one year must be specialized. Specialized experience includes: Administrative support experience, intermediate arithmetic skills, the ability to use automated office equipment, read difficult instructions, and maintain written records.
- B. Functional Responsibilities. Provide analytical and specialized administrative supports to relieve and assist executive, administrative, line and staff managers of complex details and advanced administrative duties. Execute special or continuous research and data analysis tasks. Analyze problems, determine approach, compile and analyze data and prepare reports/recommendations. Coordinate activities between departments and outside parties. Contact company personnel at all organizational levels to gather information and prepare reports.
- C. Minimum Education. A High School diploma or High School equivalency certification.

### **12) Logistics Coordinator**

- A. Minimum/General Experience. This position requires a minimum of two years experience, of which at least one year must be specialized. Specialized experience includes: Logistical support, asset management and project coordination.
- B. Functional Responsibilities. Act as site single point of contact for interface with Logistics team. Ensure implementation of standard Logistics systems and processes at the site. Prepare and submit LRF's for seat BOM's and printer BOM's. Coordinate equipment ordering and tracking of assets, as well as yearly inventory of equipment.
- C. Minimum Education. A High School diploma or High School equivalency certification.

### **13) Customer Service Representative**

- A. Minimum/General Experience. This position requires a minimum of one year of specialized experience. Specialized experience includes: troubleshooting computer hardware and software, providing customer support for Windows 2000 and MS Outlook in networked environment, experience using trouble ticket system and shrink-wrap software applications such as MS Office products.
- B. Functional Responsibilities. Under general direction, provide prompt and accurate technical support. Ensure a high level of customer satisfaction and adherence to Service Level Agreements (SLAs). Provide desk-side Windows 2000 workstation support in a networked office environment to include MS Office and Outlook configuration and troubleshooting support. Software installation and configuration support, new user set up, printer and network file share configuration and troubleshooting, peripheral installation, configuration and troubleshooting. Review trouble ticket queues, document support and diagnostic activities, escalate problems as required, and accurately and effectively resolves and closes assigned trouble tickets.
- C. Minimum Education. A High School diploma or High School equivalency certification.

#### **14) Advanced Customer Service Representative**

- A. **Minimum/General Experience.** This position requires a minimum of three years of specialized experience. Specialized experience includes: troubleshooting computer hardware and software, providing customer support for Windows 2000 and MS Outlook in networked environment, experience using trouble ticket system and shrink-wrap software applications such as MS Office products. Some systems administration and server side experience.
- B. **Functional Responsibilities.** Under general supervision, implement and support local area network (LAN) and campus area network (CAN) hardware and software. Analyze customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Ensure workstations/server data integrity by evaluating, implementing and managing appropriate software/hardware solutions. Act as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyze performance problems and recommend solutions to enhance functionality, reliability and/or usability. Participate on project teams in the implementation of new/upgraded designs. Implement operational support standards and procedures relating to change management, performance management, and security. Recommend changes and improvements to existing standards. Ensure data/media recoverability by implementing a schedule of system backups, and database archive operations. Develop site administration documentation. Provide user orientation on hardware, software and network operations. Keep abreast of emerging operational support technologies and industry trends.
- C. **Minimum Education.** A High School diploma or High School equivalency certification.

#### **15) Help Desk**

- A. **Minimum/General Experience.** This position requires a minimum of one year of specialized experience. Specialized experience includes: customer service, word processing, data entry and basic technical skills.
- B. **Functional Responsibilities.** Under general direction, provide support to end-users for PC, server or mainframe applications, and hardware. Handle problems and issues that the first-tier(s) of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems. May recommend systems modifications to reduce user problems.
- C. **Minimum Education.** A High School diploma or High School equivalency certification.

#### **16) Server Farm Assistant**

- A. **Minimum/General Experience.** This position requires a minimum of two years of specialized experience. Specialized experience includes: system administration, WAN/BAN/LAN infrastructure and hands on technical expertise working with network servers.
- B. **Functional Responsibilities.** Under minimal direction, coordinate operational designs, develop support plans, coordinate implementations, and provide second level support for local area network (LAN), campus area network (CAN), and wide area network (WAN) solutions encompassing heterogeneous platforms. Develop system support requirements by reviewing and analyzing customer business processes and

evaluating available capabilities. Lead project teams in implementing new or upgraded designs and coordinate project efforts with support groups. Provide technical support for marketing initiatives through participation in proposals and marketing studies. Create plans that support implementation of changes. Participate in system support design and performance evaluation reviews. Advise on distributed network computing issues. Establish and maintain security and integrity standards and controls. Ensure support plans and services meet customer needs and expectations. Assist in the evaluation, testing and recommendation of hardware, software, and network configurations based on customer needs. Coach others in the application of new operational support technologies. Analyze user requirements and statistics to identify trends and resolve performance issues. Coordinate and approve updates of the site administration documentation. Keep abreast of emerging operational support technologies and industry trends. Recommend appropriate price/performance improvement opportunities.

- C. Minimum Education. A High School diploma or High School equivalency certification.

### **17) Subject Matter Expert**

- A. Minimum/General Experience. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline. Eight years within the last twelve years of intensive and progressive experience in the individual's field of study and specialization. This experience is expected to include a broad spectrum of expertise in a variety of aspects of the field (i.e., a Senior Logistics Specialist should have experience in support analysis, supply, distribution, maintenance, and transportation, or a Senior Information Engineer should have experience in systems analysis, design, and programming using manual and automated tools and methods, such as I-CASE tools.) Four years of specialized experience within the last six calendar years of intensive and progressive experience in functional and information technology analysis/programming of subject matter closely related to the work to be automated.
- B. Functional Responsibilities. May augment or direct project teams. Provides high level functional and FIP systems analysis, design integration, documentation, and implementation advice on exceptionally complex studies, which require an expert knowledge of the subject matter for effective problem solution. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Applies higher level mathematical principles and methods to engineering and other physical sciences to arrive at automated solutions. Oversees the design and preparation of technical reports and related documentation. Prepares and delivers senior management presentations and briefings as required by the task order. May serve as a Task Leader, responsible for ensuring the quality and timeliness of services delivered
- C. Minimum Education. A Bachelor's Degree in area of expertise. Alternate qualifications include: a Bachelor's Degree in Computer Science with 1 or more advanced industry recognized certifications for the area of expertise, 12 year general experience.