

Cloud Labor Categories & Education/Experience

	Title	Skill Level	Description
1	Program Manager	Senior	The Program Manager provides business, technical and personnel management to subordinate groups of technical and administrative personnel across multiple disciplines such as engineering, application program and systems development. The Program Manager is responsible for the overall, day to day management of a specific task order or group of task orders affecting the same or related/interdependent systems. The Program Manager conceives, plans, and executes a wide variety of projects requiring exploration of subject areas, definition of problems, and development of cost effective approaches for resolution. The Program Manager schedules and assigns work to subordinates and subcontractors and monitors progress and resolves discrepancies to ensure compliance with work/quality standards and contract/task order requirements. The Program Manager ensures that the technical solutions and schedules in the task order(s) are implemented within the estimated timeframes and budget constraints. The Program Manager reports orally and in writing to contractor management and government representatives. The Program Manager may serve as the Contractor's authorized interface with the Government Contracting Officer, the Contracting Officer's Representative/Technical Representative (COR/COTR), government management personnel, and agency representatives and is authorized to negotiate and make decisions binding on the Contractor.
2	Program Analyst	Senior	Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide program requirements. Review the business and system, software and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues.
3	Cyber Security Engineer	Senior	Assist in conducting information system security engineering analysis on a variety of information processing systems at various security levels. Specific knowledge includes but is not limited to: Unix, NT, MSL, and TCP/IP. Develop security accreditation/certification planning documentation. Develop security certification test plans, procedures. Conduct security certification engineering analysis and testing. Develop security risk and vulnerability assessments. Develop security processes, policies, and procedures. Conceptualize/design and implement security systems and architectures.
4	Cyber Security Engineer	Intermediate	Assist in conducting information system security engineering analysis on a variety of information processing systems. Specific knowledge includes but is not limited to: Unix, NT, and TCP/IP. Assist in developing security accreditation/certification planning documentation. Assist in conducting security certification engineering analysis and testing.
5	System Administrator	Senior	A System Administrator must have experience in conducting routine system administration tasks and logging data in system admin logs. Systems administrators are responsible for maintaining system efficiency. Must have experience in maintaining troubleshooting of a wide variety of systems and networks including high volume/high availability systems. Must have knowledge on a number of debugging protocols and processes. Must be able to troubleshoot problems and issues identified by customers, and implement corrective actions quickly.
6	Network Engineer	Intermediate	With minimal supervision (e.g. at small isolated sites), implements, operates, and/or upgrades, local, metropolitan, or wide area networks involving some subset of the following technologies and equipment: Novell, Windows NT, Banyan Vines, or other servers; Windows 3.1, Windows 95, G/2 or other desktop machines; data switching equipment; VTC, hubs and routers; net work cabling and transceivers; network interface cards; TCP/IP and other protocols; data and file encryption; and HP Open View or other network management software.
7	Tech Writer	Intermediate	Develop and maintain project related documentation. Translates technical information into clearly understandable documentation to be used by both technical and non-technical customers. Logs and stores all materials received from external sources. Develops document outlines in accordance with project standards. Maintains document development schedule and writing assignments. Produces final document, including technical diting. Develops graphics and tables.
8	Data Architect	Intermediate	Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.
9	Cloud Systems Engineer*	Senior	Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products.
10	Systems Engineer	Senior	The Senior Systems Engineer works independently, with management review of end results. Continually assesses the performance of appropriate software systems to identify and correct problems which impact operation efficiency and work quality. The Senior Systems Engineer maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements. The individual analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency. Designs, code, installs, and maintains appropriate systems software program. The Senior Systems Engineer identifies, evaluates, tailors and directs the implementation of vendor supplied software packages. The individual performs special system regeneration where applicable to reflect changes in peripheral configuration. The Senior Systems Engineer ensures the maintenance of adequate software systems documentation. The Engineer recommends to management the purchase or lease of system software packages and related hardware and provides technical assistance to less experienced systems software personnel in the resolution of complex system-related problems. Trains users in applications programming and other user personnel in the use of systems software and related hardware. May perform other duties as assigned. Has prime accountability for the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc.
11	Software Engineer	Intermediate	The Software Engineer performs the following activities: (1) assesses user and system requirements; (2) determines the best overall system architecture, based on the existing architecture if present; (3) designs the overall system; (4) formulates system specifications in accordance with applicable standards and regulations; and (5) works with System Analysts, Senior Programmer Analysts and Programmer Analysts under the overall direction of the Program Manager to design and implement the system. The Senior Systems Analyst applies systems analysis and design techniques to complex computer information systems in a broad area such as: (1) finance management; (2) logistics planning; or (3) engineering. Usually, there are multiple users of the system; however, there may be complex one user systems, e.g., for engineering or research projects. The Senior Systems Analyst must be competent in all phases of systems analysis techniques, concepts, methods, and knowledge of available system software, computer equipment, and regulations, systems, techniques and management practices. Since input data usually come from diverse sources, the analyst is responsible for recognizing probable conflicts and integrating diverse data elements and sources. The Senior Systems Analyst produces innovative solutions for a variety of complex problems.
12	System Administrator	Intermediate	Responsible for server operations inclusive of hardware, operating system (OS), and utilities on the servers. Has expertise in one or more operating systems and is responsible for configuration, patch management, version and sub-version upgrades, and all aspects of the availability of servers, with the exception of COTS / GOTS applications. Also acts as Tier 2 response in operations environment where resolution cannot be handled by on-site Tier 1 staff.
13	Network Engineer	Senior	The Senior Network Engineer serves as the senior technical expert on complex and challenging information technology projects. The Senior Network Engineer performs engineering and/or analytical tasks and activities associated with network design, engineering, implementation, operations, and user support. The Senior Network Engineer translates system functional requirements into purposeful component level simulations in support of development lab activities, organizes objectives and approaches of systems design, development, integration and test approach within project teams, and participates in the system requirements analysis, design, development, integration, and test activities. The Senior Network Engineer may be assigned as team leader on complex tasks that require significant interaction of various technical disciplines or may work alone or as part of a team, with responsibility for analysis of problems requiring high levels of technical and engineering expertise. The Senior Network Engineer ensures that the network complies with prescribed industry, customer, or agency standards.
14	Cloud Administrator*	Intermediate	The Cloud Systems Administrator responsibilities includes configuration and fine tuning of cloud infrastructure systems, installation and configuration of virtual cloud instances, support of cloud servers to include security configurations, patching, and troubleshooting. Establish virtual private clouds within customer environments, develop scripts for automating client/server functions, and monitor automated systems recovery solutions. Documents standard operating procedures and recommend updates to optimize service delivery. Documents and implements change requests; evaluate change requests for potential enterprise wide impacts. Provides occasional off-hours remote support for planned maintenance work, unplanned support issues, or to meet customer SLAs.
15	Cloud Administrator*	Senior	The Cloud Systems Administrator responsibilities includes configuration and fine tuning of cloud infrastructure systems, installation and configuration of virtual cloud instances, support of cloud servers to include security configurations, patching, and troubleshooting. Establish virtual private clouds within customer environments, develop scripts for automating client/server functions, and monitor automated systems recovery solutions. Documents standard operating procedures and recommend updates to optimize service delivery. Documents and implements change requests; evaluate change requests for potential enterprise wide impacts. Provides occasional off-hours remote support for planned maintenance work, unplanned support issues, or to meet customer SLAs.
16	Cloud Architect*	Intermediate	The Cloud Architect designs, plans, and integrates cloud computing and virtualization systems by providing specific, detailed information for hardware and software selection, cloud service provider selection, implementation techniques, application & data migration techniques and tools for the most efficient solution to meet business needs, including present and future capacity requirements. Maintains technical expertise relevant to industry standards and in cloud computing and virtualization technologies such as cloud service provider architecture, design, and configuration; cloud deployment models including public, community, private, and hybrid; cloud service delivery models including IaaS, PaaS, and SaaS; automation; hypervisors; containers; virtual compute, storage, and networks; virtual infrastructure management; self-provisioning; and scaling. Evaluates and reports on new cloud and virtualization technologies to enhance capabilities of cloud-based and virtualized services.
17	Cloud Architect*	Senior	The Cloud Architect designs, plans, and integrates cloud computing and virtualization systems by providing specific, detailed information for hardware and software selection, cloud service provider selection, implementation techniques, application & data migration techniques and tools for the most efficient solution to meet business needs, including present and future capacity requirements. Maintains technical expertise relevant to industry standards and in cloud computing and virtualization technologies such as cloud service provider architecture, design, and configuration; cloud deployment models including public, community, private, and hybrid; cloud service delivery models including IaaS, PaaS, and SaaS; automation; hypervisors; containers; virtual compute, storage, and networks; virtual infrastructure management; self-provisioning; and scaling. Evaluates and reports on new cloud and virtualization technologies to enhance capabilities of cloud-based and virtualized services.
18	Cloud Security Specialist*	Intermediate	The Cloud Security Specialist is in direct support of the Command Information Security Manager role and as such will be responsible for contributing to, implementing and measuring strategic cloud security programs. Must be able to compile information and prepare reports based on both manual and automated sources, and align to applicable security strategies and established processes. This role will work with Application Developers, Systems Engineers, and Executives to ensure mitigation of risks identified in cloud based solutions. Must assist in the evaluation, research and development of IT cloud security risk assessments, security tools and implementation plans. Further, the SCSS will assess information security risks of new projects and non-standard IT requests using risk assessment methodologies based on provided architecture. This will require practical use and understanding of advanced security protocols and standards, and solid knowledge of information security principles and practices as well as latest scalable technologies. This role will habitually interact with internal and external customers on security-related projects and operational tasks, and prepare/conduct brief outs to senior staff members and executives on a regular basis. Plan, implement, upgrade and monitor security controls for the protection of TWDC cloud based networks and information systems. Provide technical assistance in the selection, configuration, and maintenance of cloud security devices/systems including, but not limited to, firewalls, IPS/IDS, SIEM, WAF, Network-based Malware detection and related platforms as well as software-defined systems. Serve as a technical resource in advising and assisting all departments and schools for issues relating to cloud security.
19	Cloud Security Specialist*	Senior	The Cloud Security Specialist is in direct support of the Command Information Security Manager role and as such will be responsible for contributing to, implementing and measuring strategic cloud security programs. Must be able to compile information and prepare reports based on both manual and automated sources, and align to applicable security strategies and established processes. This role will work with Application Developers, Systems Engineers, and Executives to ensure mitigation of risks identified in cloud based solutions. Must assist in the evaluation, research and development of IT cloud security risk assessments, security tools and implementation plans. Further, the SCSS will assess information security risks of new projects and non-standard IT requests using risk assessment methodologies based on provided architecture. This will require practical use and understanding of advanced security protocols and standards, and solid knowledge of information security principles and practices as well as latest scalable technologies. This role will habitually interact with internal and external customers on security-related projects and operational tasks, and prepare/conduct brief outs to senior staff members and executives on a regular basis. Plan, implement, upgrade and monitor security controls for the protection of TWDC cloud based networks and information systems. Provide technical assistance in the selection, configuration, and maintenance of cloud security devices/systems including, but not limited to, firewalls, IPS/IDS, SIEM, WAF, Network-based Malware detection and related platforms as well as software-defined systems. Serve as a technical resource in advising and assisting all departments and schools for issues relating to cloud security.

Note: Labor Categories noted with an asterisk denote positions that should have the minimum commercial CSP certification for that role from an authorized CSP with IL4 PATO



BASE YEAR				
LABOR CATEGORIES (GOV DESCRIPTION)	QUOTER'S DESCRIPTION OF EQUIVALENT LABOR CATEGORIES	SKILL LEVEL (SENIOR, INTERMEDIATE, JUNIOR)	Applicable GSA FSS Schedule Contract Number	LIST PRICE - RATES
Program Manager	Task Manager/Site Manager	Senior	GS-35F-393CA	
Program Analyst	Functional Analyst	Senior	GS-35F-393CA	
Cyber Security Engineer	Senior Application Engineer	Senior	GS-35F-393CA	
Cyber Security Engineer	Software Systems Engineer (Lead)	Intermediate	GS-35F-393CA	
Sr System Administrator	Computer Systems Analyst	Senior	GS-35F-393CA	
Network Engineer	Network Engineer	Intermediate	GS-35F-393CA	
Tech Writer	Technical Writer/Editor	Intermediate	GS-35F-393CA	
Data Architect	Senior INFOSEC Applications Developer	Intermediate	GS-35F-393CA	
Cloud Systems Engineer*	Applications Engineer	Senior	GS-35F-393CA	
Systems Engineer	Senior Information Engineer	Senior	GS-35F-393CA	
Software Engineer	Computer Security Systems Specialist	Intermediate	GS-35F-393CA	
System Administrator	System Administrator	Intermediate	GS-35F-393CA	
Network Engineer	Senior Software Engineer	Senior	GS-35F-393CA	
Cloud Administrator*	Software Engineer III	Intermediate	GS-35F-393CA	
Cloud Administrator*	Computer Systems Analyst	Senior	GS-35F-393CA	
Cloud Architect*	Specialist (Intermediate)	Intermediate	GS-35F-393CA	
Cloud Architect*	Specialist	Senior	GS-35F-393CA	
Cloud Security Specialist*	Specialist	Intermediate	GS-35F-393CA	
Cloud Security Specialist*	Specialist (Senior)	Senior	GS-35F-393CA	
TOTAL				

- Notes:
 1. Assume off site government locations in: Virginia, South Carolina, California and On site is contractor HQ or place of business
 2. Labor Categories noted with an asterisk denote positions that should have the minimum commercial CSP certification for that role from an authorized CSP with IL4 PF

OPTION YEAR 1				
DESCRIPTION	EQUIVALENT LABOR	JUNIOR	Contract Number	RATES
Program Manager	Task Manager/Site Manager	Senior	GS-35F-393CA	
Program Analyst	Functional Analyst	Senior	GS-35F-393CA	
Cyber Security Engineer	Senior Application Engineer	Senior	GS-35F-393CA	
Cyber Security Engineer	(Lead)	Intermediate	GS-35F-393CA	
Sr System Administrator	Computer Systems Analyst	Senior	GS-35F-393CA	
Network Engineer	Network Engineer	Intermediate	GS-35F-393CA	
Tech Writer	Technical Writer/Editor	Intermediate	GS-35F-393CA	
Data Architect	Developer	Intermediate	GS-35F-393CA	
Cloud Systems Engineer*	Applications Engineer	Senior	GS-35F-393CA	
Systems Engineer	Senior Information Engineer	Senior	GS-35F-393CA	
Software Engineer	Specialist	Intermediate	GS-35F-393CA	
System Administrator	System Administrator	Intermediate	GS-35F-393CA	
Network Engineer	Senior Software Engineer	Senior	GS-35F-393CA	
Cloud Administrator*	Software Engineer III	Intermediate	GS-35F-393CA	
Cloud Administrator*	Computer Systems Analyst	Senior	GS-35F-393CA	
Cloud Architect*	Specialist (Intermediate)	Intermediate	GS-35F-393CA	
Cloud Architect*	Specialist	Senior	GS-35F-393CA	
Cloud Security Specialist*	Specialist	Intermediate	GS-35F-393CA	
Cloud Security Specialist*	Specialist (Senior)	Senior	GS-35F-393CA	
TOTAL				

- Notes:
 1. Assume off site government locations in: Virginia, South Carolina, California and On site is contractor HQ or place of business
 2. Labor Categories noted with an asterisk denote positions that should have the minimum commercial CSP certification for that role from an authorized CSP with IL4 PF

OPTION YEAR 2				
DESCRIPTION	EQUIVALENT LABOR	JUNIOR	Contract Number	RATES
Program Manager	Task Manager/Site Manager	Senior	GS-35F-393CA	
Program Analyst	Functional Analyst	Senior	GS-35F-393CA	
Cyber Security Engineer	Senior Application Engineer	Senior	GS-35F-393CA	
Cyber Security Engineer	(Lead)	Intermediate	GS-35F-393CA	
Sr System Administrator	Computer Systems Analyst	Senior	GS-35F-393CA	
Network Engineer	Network Engineer	Intermediate	GS-35F-393CA	
Tech Writer	Technical Writer/Editor	Intermediate	GS-35F-393CA	
Data Architect	Developer	Intermediate	GS-35F-393CA	
Cloud Systems Engineer*	Applications Engineer	Senior	GS-35F-393CA	
Systems Engineer	Senior Information Engineer	Senior	GS-35F-393CA	
Software Engineer	Specialist	Intermediate	GS-35F-393CA	
System Administrator	System Administrator	Intermediate	GS-35F-393CA	
Network Engineer	Senior Software Engineer	Senior	GS-35F-393CA	
Cloud Administrator*	Software Engineer III	Intermediate	GS-35F-393CA	
Cloud Administrator*	Computer Systems Analyst	Senior	GS-35F-393CA	
Cloud Architect*	Specialist (Intermediate)	Intermediate	GS-35F-393CA	
Cloud Architect*	Specialist	Senior	GS-35F-393CA	
Cloud Security Specialist*	Specialist	Intermediate	GS-35F-393CA	
Cloud Security Specialist*	Specialist (Senior)	Senior	GS-35F-393CA	
TOTAL				

- Notes:
 1. Assume off site government locations in: Virginia, South Carolina, California and On site is contractor HQ or place of business
 2. Labor Categories noted with an asterisk denote positions that should have the minimum commercial CSP certification for that role from an authorized CSP with IL4 PF

OPTION YEAR 3				
DESCRIPTION	EQUIVALENT LABOR	JUNIOR	Contract Number	RATES
Program Manager	Task Manager/Site Manager	Senior	GS-35F-393CA	
Program Analyst	Functional Analyst	Senior	GS-35F-393CA	
Cyber Security Engineer	Senior Application Engineer	Senior	GS-35F-393CA	
Cyber Security Engineer	(Lead)	Intermediate	GS-35F-393CA	
Sr System Administrator	Computer Systems Analyst	Senior	GS-35F-393CA	
Network Engineer	Network Engineer	Intermediate	GS-35F-393CA	
Tech Writer	Technical Writer/Editor	Intermediate	GS-35F-393CA	
Data Architect	Developer	Intermediate	GS-35F-393CA	
Cloud Systems Engineer*	Applications Engineer	Senior	GS-35F-393CA	
Systems Engineer	Senior Information Engineer	Senior	GS-35F-393CA	
Software Engineer	Specialist	Intermediate	GS-35F-393CA	
System Administrator	System Administrator	Intermediate	GS-35F-393CA	
Network Engineer	Senior Software Engineer	Senior	GS-35F-393CA	
Cloud Administrator*	Software Engineer III	Intermediate	GS-35F-393CA	
Cloud Administrator*	Computer Systems Analyst	Senior	GS-35F-393CA	
Cloud Architect*	Specialist (Intermediate)	Intermediate	GS-35F-393CA	
Cloud Architect*	Specialist	Senior	GS-35F-393CA	
Cloud Security Specialist*	Specialist	Intermediate	GS-35F-393CA	
Cloud Security Specialist*	Specialist (Senior)	Senior	GS-35F-393CA	
TOTAL				

- Notes:
 1. Assume off site government locations in: Virginia, South Carolina, California and On site is contractor HQ or place of business
 2. Labor Categories noted with an asterisk denote positions that should have the minimum commercial CSP certification for that role from an authorized CSP with IL4 PF

OPTION YEAR 4				
DESCRIPTION	EQUIVALENT LABOR	JUNIOR	Contract Number	RATES
Program Manager	Task Manager/Site Manager	Senior	GS-35F-393CA	
Program Analyst	Functional Analyst	Senior	GS-35F-393CA	
Cyber Security Engineer	Senior Application Engineer	Senior	GS-35F-393CA	
Cyber Security Engineer	(Lead)	Intermediate	GS-35F-393CA	
Sr System Administrator	Computer Systems Analyst	Senior	GS-35F-393CA	
Network Engineer	Network Engineer	Intermediate	GS-35F-393CA	
Tech Writer	Technical Writer/Editor	Intermediate	GS-35F-393CA	
Data Architect	Developer	Intermediate	GS-35F-393CA	
Cloud Systems Engineer*	Applications Engineer	Senior	GS-35F-393CA	
Systems Engineer	Senior Information Engineer	Senior	GS-35F-393CA	
Software Engineer	Specialist	Intermediate	GS-35F-393CA	
System Administrator	System Administrator	Intermediate	GS-35F-393CA	
Network Engineer	Senior Software Engineer	Senior	GS-35F-393CA	
Cloud Administrator*	Software Engineer III	Intermediate	GS-35F-393CA	
Cloud Administrator*	Computer Systems Analyst	Senior	GS-35F-393CA	
Cloud Architect*	Specialist (Intermediate)	Intermediate	GS-35F-393CA	
Cloud Architect*	Specialist	Senior	GS-35F-393CA	
Cloud Security Specialist*	Specialist	Intermediate	GS-35F-393CA	
Cloud Security Specialist*	Specialist (Senior)	Senior	GS-35F-393CA	
TOTAL				

- Notes:
 1. Assume off site government locations in: Virginia, South Carolina, California and On site is contractor HQ or place of business
 2. Labor Categories noted with an asterisk denote positions that should have the minimum commercial CSP certification for that role from an authorized CSP with IL4 PF