

**ENCLOSURE A**

**GOVERNMENT POSITION DESCRIPTIONS**

**Note: Higher lever positions, may be assigned to provide oversight and training responsibilities for the lower level positions. However, hours associated with those responsibilities shall be accounted for under the Management and Administrative Hours/Costs Section of Exhibit 1A.**

**Government Position Descriptions**

**Labor Categories/Position Descriptions**

**Administrative Assistant I – SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level clerical and administrative support to the SEWP program office and applies appropriate technology to support SEWP operations.</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Prepares correspondence, schedules and coordinates travel</li> <li>• Supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of the documents.</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 1-3</li> <li>• Minimum Education: High School Diploma</li> </ul>

**Administrative Assistant II – SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides low intermediate level clerical and administrative support to the SEWP program office and applies appropriate technology to support SEWP operations.</li> <li>• Provides full support for graphics, editorial and desktop publishing services</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Prepares correspondence, schedules and coordinates travel</li> <li>• Assist in the preparation of management plans and reports</li> <li>• Supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of the documents.</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: High School Diploma</li> </ul>

**Administrative Assistant III - SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level administrative support to the SEWP program office such as, technical writing, proofreading, technical editing, etc. and applies appropriate technology in support of office operations</li> <li>• Provides full support and training (as necessary) support for graphics, editorial and desktop publishing services</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Prepares correspondence, schedules and coordinates travel</li> <li>• Assist in the preparation of management plans and reports</li> <li>• Prepare correspondence, schedules and coordinates travel</li> <li>• Perform analysis, development and review of program or functional areas, as required.</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: High School Diploma</li> </ul>

	<ul style="list-style-type: none"> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>
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**Application Developer I**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support in analyzing functional business applications and design specifications for functional activities</li> <li>• Performs maintenance on existing software products and contributes knowledge of business applications</li> <li>• Develops codes, tests, and debugs new software or enhancements to existing software</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Write programs according to specifications needed</li> <li>• Work with the technical staff to understand problems with the software and then develop resolutions for the problems</li> <li>• Resolve customer complaints with the software and respond to suggestions for improvements and enhancements.</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 2-3</li> <li>• Minimum Education: High School Diploma</li> </ul>

**Application Developer II**

Job Description	<ul style="list-style-type: none"> <li>• Provides low intermediate level support in analyzing functional business applications and designing specifications for functional activities</li> <li>• Performs maintenance on existing software products and contributes knowledge of business applications</li> <li>• Develops codes, tests, and debugs new software or enhancements to existing software</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Participates in the design of software tools and subsystems</li> <li>• Write programs according to specifications needed</li> <li>• Work with the technical staff to understand problems with the software and then develop resolutions for the problems</li> <li>• Resolve customer complaints with the software and respond to suggestions for improvements and enhancements</li> <li>• Provides technical direction to programmers to ensure program deadlines are met</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>

**Application Developer III**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support in analyzing functional business applications and designing specifications for functional activities</li> <li>• Assists Engineers and Programmers in interpreting software requirements and designing specifications to code; integrate and test software components</li> <li>• Develops codes, tests, and debugs new software or enhancements to existing software</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Participates in the design of software tools and subsystems</li> </ul>

	<ul style="list-style-type: none"> <li>• Write programs according to specifications needed</li> <li>• Work with the technical staff to understand problems with the software and then develop resolutions for the problems</li> <li>• Resolve customer complaints with the software and respond to suggestions for improvements and enhancements</li> <li>• Provides technical direction to programmers to ensure program deadlines are met</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Application Developer IV**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level support in analyzing functional business applications and designing specifications for functional activities</li> <li>• Performs maintenance on existing software products and contributes knowledge of business applications</li> <li>• Develops codes, tests, and debugs new software or enhancements to existing software</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Participates in the design of software tools and subsystems</li> <li>• Write programs according to specifications needed</li> <li>• Work with the technical staff to understand problems with the software and then develop resolutions for the problems</li> <li>• Resolve customer complaints with the software and respond to suggestions for improvements and enhancements</li> <li>• Provides technical direction to programmers to ensure program deadlines are met</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Application Developer V**

Job Description	<ul style="list-style-type: none"> <li>• Provides senior level support in the analysis and design of enterprise business systems</li> <li>• Handles test scripts and service requirements</li> <li>• Works closely with end users on project development and implementation</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Participates in the design of software tools and subsystems</li> <li>• Write programs according to specifications needed</li> <li>• Work with the technical staff to understand problems with the software and then develop resolutions for the problems</li> <li>• Resolve customer complaints with the software and respond to suggestions for improvements and enhancements</li> <li>• Provides technical direction to programmers to ensure program deadlines are met</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 10+</li> </ul>

Experience Requirements	<ul style="list-style-type: none"> <li>• Minimum Education: Bachelor’s Degree</li> </ul>
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**Business Analyst I -SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support to the SEWP program office in development of budgets, schedules and risk analysis</li> <li>• Maintains detailed knowledge of required compliance documentation including project-specific and GSFC documentation standards</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Maintain and update electronic files, records, and data</li> <li>• Maintain databases current in support of project control and other applicable business activities</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 1-3</li> <li>• Minimum Education: High School Diploma</li> </ul>

**Business Analyst II -SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides low intermediate level support to the SEWP program office in development of budgets, schedules and risk analysis</li> <li>• Maintains detailed knowledge of required compliance documentation including project-specific and GSFC documentation standards</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Prepare and modify presentations (e.g. Monthly Status Reviews), drawings, flow charts, diagrams, schedules, narrative documents, and other data for project/customer presentations and reports in a variety of media</li> <li>• Maintain and update electronic files, records, and data</li> <li>• Maintain databases current in support of project control and other applicable business activities</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: High School Diploma</li> </ul>

**Business Analyst III - SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support to the SEWP program office in identifying costs for existing IT systems (maintenance, operations, etc.)</li> <li>• Maintains detailed knowledge of required compliance documentation including project-specific and GSFC documentation standards</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Provides briefings on analyses of SEWP business activities</li> <li>• Performs analysis to evaluate the costs of alternative ways to accomplish functional objectives, analysis including investment costs, benefits and risks as a net change to the functional baseline cost, the cost of doing business now and in the future</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>

**Business Analyst IV- SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides high-intermediate level support to the SEWP program office in identifying costs for existing IT systems (maintenance, operations, etc.)</li> <li>• Maintains detailed knowledge of required compliance documentation including project-specific and GSFC documentation standards</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Provides briefings on analyses of SEWP business activities</li> <li>• Performs analysis to evaluate the costs of alternative ways to accomplish functional objectives, analysis including investment costs, benefits and risks as a net change to the functional baseline cost, the cost of doing business now and in the future</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Business Analyst V - SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides senior level support to the SEWP program office in identifying costs for existing IT systems (maintenance, operations, etc.)</li> <li>• Maintains detailed knowledge of required compliance documentation including project-specific and GSFC documentation standards</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Provides briefings on analyses of SEWP business activities</li> <li>• Performs analysis to evaluate the costs of alternative ways to accomplish functional objectives, analysis including investment costs, benefits and risks as a net change to the functional baseline cost, the cost of doing business now and in the future</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 7+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Customer Service Administrator I - SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support providing customer service to SEWP customers and potential customers</li> <li>• Resolve product or service problems by clarifying the customer’s complaint; determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment and following up to ensure resolution</li> <li>• Provide information about SEWP products and services</li> <li>• Process orders</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Interact with customers, current and potential, to address inquiries regarding products and services</li> <li>• Open customer accounts by recording account information</li> <li>• Maintain customer records by updating account information</li> <li>• Recommend potential products or services to management by updating account information</li> <li>• Recommend potential products or services to management by collecting customer information and analyzing customer needs</li> </ul>

Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 1-3</li> <li>• Minimum Education: High School Diploma</li> </ul>
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**Customer Service Administrator II - SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides low intermediate level support providing customer service to SEWP customers and potential customers</li> <li>• Resolve product or service problems by clarifying the customer’s complaint; determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment and following up to ensure resolution</li> <li>• Provide information about SEWP products and services</li> <li>• Process orders</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Interact with customers, current and potential, to address inquiries regarding products and services</li> <li>• Open customer accounts by recording account information</li> <li>• Maintain customer records by updating account information</li> <li>• Recommend potential products or services to management by updating account information</li> <li>• Recommend potential products or services to management by collecting customer information and analyzing customer needs</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: High School Diploma</li> </ul>

**Customer Service Administrator III - SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support providing customer service to SEWP customers and potential customers</li> <li>• Resolve product or service problems by clarifying the customer’s complaint; determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment and following up to ensure resolution</li> <li>• Provide information about SEWP products and services</li> <li>• Process orders</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Interact with customers, current and potential, to address inquiries regarding products and services</li> <li>• Open customer accounts by recording account information</li> <li>• Maintain customer records by updating account information</li> <li>• Recommend potential products or services to management by updating account information</li> <li>• Recommend potential products or services to management by collecting customer information and analyzing customer needs</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>

**Customer Service Administrator IV - SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level support providing customer service to SEWP customers and potential customers</li> <li>• Resolve product or service problems by clarifying the customer’s complaint; determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment and following up to ensure resolution</li> <li>• Provide information about SEWP products and services</li> <li>• Process orders</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Interact with customers, current and potential, to address inquiries regarding products and services</li> <li>• Open customer accounts by recording account information</li> <li>• Maintain customer records by updating account information</li> <li>• Recommend potential products or services to management by updating account information</li> <li>• Recommend potential products or services to management by collecting customer information and analyzing customer needs</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Customer Service Administrator V - SEWP**

Job Description	<ul style="list-style-type: none"> <li>• Provides senior level support providing customer service to SEWP customers and potential customers</li> <li>• Resolve product or service problems by clarifying the customer’s complaint; determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment and following up to ensure resolution</li> <li>• Provide information about SEWP products and services</li> <li>• Process orders</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Interact with customers, current and potential, to address inquiries regarding products and services</li> <li>• Open customer accounts by recording account information</li> <li>• Maintain customer records by updating account information</li> <li>• Recommend potential products or services to management by updating account information</li> <li>• Recommend potential products or services to management by collecting customer information and analyzing customer needs</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 7+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Cyber Security Specialist**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support to Cyber Security tasks</li> </ul>
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	<ul style="list-style-type: none"> <li>• Safeguard GSFC information system assets by identifying and solving potential and actual security problems</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Protects systems by defining access privileges, control structures and resources</li> <li>• Recognizes problems by identifying abnormalities; reports violations as necessary</li> <li>• Implements security improvements by assessing current situation; evaluating trends; anticipating requirements</li> <li>• Determines security violations and inefficiencies by conducting periodic audits</li> <li>• Prepares performance reports</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Data Configuration Management Analyst**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support to configuration management and data management tasks</li> <li>• Maintains detailed knowledge of required compliance documentation including Goddard Procedures and Guidelines (GPR)-1410.2 and 400- Procedures and Guidelines (PG)-1410.2.1</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Create and maintain program software baselines</li> <li>• Provide support to the Configuration Control Board (CCB)</li> <li>• Develop reports, queries and any other data needs for the GSFC user community</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>

**Database Administrator I**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support to database administration tasks</li> <li>• Supports the GSFC data center user community by identifying, solving and maintaining database requirements</li> <li>• Evaluates and recommends available Data Base Management Systems (DBMS) products, aligned with system capabilities</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Identifies database requirements; analyze department applications, programming and operations; evaluate existing systems and design proposed systems</li> <li>• Install reviewed or new systems; recommend optimum access techniques, coordinate installation requirements</li> <li>• Maintain database performance; implement new releases; complete maintenance requirements; evaluate computer operating systems and hardware products</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 1-3</li> <li>• Minimum Education: High School Diploma</li> </ul>

**Database Administrator II**

Job Description	<ul style="list-style-type: none"> <li>• Provides low intermediate level support to database administration tasks</li> <li>• Provides technical direction for database design, maintenance and administration</li> <li>• Evaluates and recommends available Data Base Management Systems (DBMS) products, aligned with system capabilities</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Lead technical/programming staff to ensure database security from accidental or intentional loss or damage</li> <li>• Determine file organization, indexing methods and security procedures for specific user applications</li> <li>• May assign and/or supervise</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: High School Diploma</li> <li>• Years with Bachelor’s Degree: 1-3</li> </ul>

**Database Administrator III**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support to database administration tasks</li> <li>• Provides technical direction for database design, maintenance and administration</li> <li>• Evaluates and recommends available Data Base Management Systems (DBMS) products, aligned with system capabilities</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Lead technical/programming staff to ensure database security from accidental or intentional loss or damage</li> <li>• Determine file organization, indexing methods and security procedures for specific user applications</li> <li>• May assign and/or supervise</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Database Administrator IV**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level support to database administration tasks</li> <li>• Provide support for the direction and guidance in strategic operations and planning effective and efficient storage, retrieval, customization and archiving of data to ensure integrated database systems</li> <li>• Plan, develop and implement database policies and procedures, and maintain and verify data integrity</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Coordinates and oversees migration to new data management system software levels and ensure appropriate testing and validation are completed</li> <li>• Evaluate and review database performance monitoring; implement efficiency improvements; modify existing databases and database management systems</li> <li>• Recommend and implement necessary database security standards and controls</li> <li>• Develop budget for database management systems</li> </ul>

	<ul style="list-style-type: none"> <li>• Oversees the design and maintenance of database structures and develops policies and procedures designed to ensure the integrity of the database environment</li> <li>• Oversees the evaluation of database software packages</li> <li>• Oversee logical and physical data modeling; evaluate relational database models; review physical data models created from logical data models</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Database Administrator V**

Job Description	<ul style="list-style-type: none"> <li>• Provides senior level support to database administration tasks</li> <li>• Provide support for the direction and guidance in strategic operations and planning effective and efficient storage, retrieval, customization and archiving of data to ensure integrated database systems</li> <li>• Plan, develop and implement database policies and procedures, and maintain and verify data integrity</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Coordinates and oversees migration to new data management system software levels and ensure appropriate testing and validation are completed</li> <li>• Evaluate and review database performance monitoring; implement efficiency improvements; modify existing databases and database management systems</li> <li>• Recommend and implement necessary database security standards and controls</li> <li>• Develop budget for database management systems</li> <li>• Oversees the design and maintenance of database structures and develops policies and procedures designed to ensure the integrity of the database environment</li> <li>• Oversees the evaluation of database software packages</li> <li>• Oversee logical and physical data modeling; evaluate relational database models; review physical data models created from logical data models</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 10+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Disaster Recovery Analyst**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support to Disaster Recovery tasks</li> <li>• Responsible for security and integrity of assigned electronic data, data systems and data networks, and provides support in the development of GSFC’s emergency management and business recovery plans</li> <li>• Contributes knowledge of business processes, management structures, technology programs/platforms and performs functions pertaining to GSFC’s business risk assessment</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Review and develop business recovery strategies</li> <li>• Drafts procedures for identifying failures and invoking contingency plans, creates response procedures and identifies communication channels</li> </ul>

	<ul style="list-style-type: none"> <li>• Communicate with various response teams during testing, actual execution of recovery procedures and supports the design, development, installation, implementation and administration of backup solutions</li> <li>• Make recommendations to the user community and the operations group on system enhancements, designs and administers programs to include policies, standards, guidelines, training programs and a viable quality assurance process for disaster recovery</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Enterprise Architect**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level support to Enterprise Architect tasks</li> <li>• Directs the overall strategy, architecture and process improvements for GSFC’s IT infrastructure</li> <li>• Identifies business requirements affecting the enterprise architecture and provide solutions that integrate into the overall architectural vision and strategy</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Develop composite enterprise architecture artifacts that accurately represent the as-is and future states of the enterprise, and maintain an integrated enterprise architecture repository</li> <li>• Develop and document information technology standards and solutions that support the integration of business, application, information, and technology architectures</li> <li>• Participate in standards and forum boards to influence the direction of next generation standards and architectures</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate</li> <li>• Years Experience: 7+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Help Desk Specialist I**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support as the initial point of contact for troubleshooting all IT related problems, including hardware/software, passwords, etc.</li> <li>• Provides phone and in-person support to users including e-mail, LAN/WAN, directories, standard desktop images and applications, COTS and GOTS applications</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Provide technical assistance and support related to computer systems, hardware, or software</li> <li>• Respond to queries, runs diagnostic programs, isolates problem and determines and implements solutions</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 1-3</li> <li>• Minimum Education: High School Diploma</li> </ul>

**Help Desk Specialist II**

Job Description	<ul style="list-style-type: none"> <li>• Provides low intermediate level support as the initial point of contact for troubleshooting all IT related problems, including hardware/software, passwords, etc.</li> <li>• Provides phone and in-person support to users including e-mail, LAN/WAN, directories, standard desktop images and applications, COTS and GOTS applications</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Provide technical assistance and support related to computer systems, hardware, or software</li> <li>• Respond to queries, runs diagnostic programs, isolates problem and determines and implements solutions</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: High School Diploma</li> </ul>

**Help Desk Specialist III**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support as the initial point of contact for troubleshooting all IT related problems, including hardware/software, passwords, etc.</li> <li>• Provides phone and in-person support to users including e-mail, LAN/WAN, directories, standard desktop images and applications, COTS and GOTS applications</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Provide technical assistance and support related to computer systems, hardware, or software</li> <li>• Respond to queries, runs diagnostic programs, isolates problem and determines and implements solutions</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>

**Help Desk Specialist IV**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level support to end users on a variety of IT related issues</li> <li>• Provides phone and in-person support to users, including e-mail, LAN/WAN, directories, standard desktop images and applications, GOTS and GOTS applications</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Provides support to SEWP end users. Identifies, researches, and resolves technical problems; i.e., installs, troubleshoots, and maintains products/equipment, analyzes and repairs product failures, orders and replaces parts as needed</li> <li>• Respond to telephone calls, email and personnel requests for SEWP technical support. Documents, tracks and monitors the problem to ensure a timely resolution</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 10+</li> </ul>

Experience Requirements	<ul style="list-style-type: none"> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 4-6</li> </ul>
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**Help Desk Specialist V**

Job Description	<ul style="list-style-type: none"> <li>• Provides senior level support to SEWP end users on a variety of IT related issues</li> <li>• Provides phone and in-person support to users, including e-mail, LAN/WAN, directories, standard desktop images and applications, GOTS and GOTS applications</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Provides support to SEWP end users. Identifies, researches, and resolves technical problems; i.e., installs, troubleshoots, and maintains products/equipment, analyzes and repairs product failures, orders and replaces parts as needed</li> <li>• Respond to telephone calls, email and personnel requests for SEWP technical support. Documents, tracks and monitors the problem to ensure a timely resolution</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 7+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Configuration Management Specialist I**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support to in configuration management planning of IT operations/activities</li> <li>• Describes provisions for configuration identification, change control, configuration status accounting and configuration audits</li> <li>• Maintains detailed knowledge of required compliance documentation including Goddard Procedures and Guidelines (GPR)-1410.2 and 400-Procedures and Guidelines (PG)-1410.2.1</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Manage configuration change control – supports the change process so that only approved and validated changes are incorporated into product documents and related software</li> <li>• Prepare for CCR, prepare CCR package, collect review comments, track CCR action items, coordinate CCB meeting</li> <li>• Identify and collect data associated with the configuration management system and maintain the database</li> <li>• Monitor contractor’s configuration management systems and perform audits to assure ISO compliance</li> <li>• Coordinate, record and document activities of the Configuration Control Board (CCB)</li> <li>• Track Configuration Control Requests (CCR)</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 1-3</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Configuration Management Specialist II**

Job Description	<ul style="list-style-type: none"> <li>• Provides low intermediate level support to in configuration management planning of IT operations/activities</li> <li>• Describes provisions for configuration identification, change control, configuration status accounting and configuration audits</li> <li>• Maintains detailed knowledge of required compliance documentation including Goddard Procedures and Guidelines (GPR)-1410.2 and 400-Procedures and Guidelines (PG)-1410.2.1</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Manage configuration change control – supports the change process so that only approved and validated charges are incorporated into product documents and related software</li> <li>• Prepare for CCR, prepare CCR package, collect review comments, track CCR action items, coordinate CCB meeting</li> <li>• Identify and collect data associated with the configuration management system and maintain the database</li> <li>• Monitor contractor’s configuration management systems and perform audits to assure ISO compliance</li> <li>• Coordinate, record and document activities of the Configuration Control Board (CCB)</li> <li>• Track Configuration Control Requests (CCR)</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Security Analyst I**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support of IT Security Analyst working in a mixed operating system environment</li> <li>• Knowledge of: <ul style="list-style-type: none"> <li>• Information security regulations, standards, and guidelines</li> <li>• Network architecture, network models, network equipment functions</li> <li>• Authentication mechanisms, data protection, validation checking, encryption</li> <li>• Intrusion detection management, audit management, network and database vulnerability assessment</li> <li>• Antivirus and other information security products</li> <li>• Identity management administration and tools</li> </ul> </li> <li>• Provides basic support to configuration management and data management tasks</li> <li>• Should be working toward CISSP, CISA, CISM or other comparative information security certifications</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines)</li> <li>• Monitors multiple security technologies to detect potential IT security events.</li> </ul>

	<ul style="list-style-type: none"> <li>• Operates security-related software and firmware (e.g., endpoint security, encryption, assessment scan tools, intrusion detection sensors, proxy etc.) to maintain security and service continuity</li> <li>• Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates and maintains and documents security controls</li> <li>• Assists with investigations of security events (e.g., unauthorized access, non-compliance with company policies, fraud, service exploitation, etc.) to determine malfunctions, breaches, and remediation steps</li> <li>• Responds to service issues, problems, and critical situations to support resolution and minimize downtime</li> <li>• Assists in the preparation of status reports on security matters to develop security risk analysis scenarios and response procedures</li> <li>• Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness</li> <li>• Assists in the performance of risk analysis as required</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
<p>Education/ Experience Requirements</p>	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 1-3</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Security Analyst II**

<p>Job Description</p>	<ul style="list-style-type: none"> <li>• Provides low intermediate level support of IT Security Analyst working in a mixed operating system environment</li> <li>• Knowledge of:             <ul style="list-style-type: none"> <li>• Information security regulations, standards, and guidelines</li> <li>• Network architecture, network models, network equipment functions</li> <li>• Authentication mechanisms, data protection, validation checking, encryption</li> <li>• Intrusion detection management, audit management, network and database vulnerability assessment</li> <li>• Antivirus and other information security products</li> <li>• Identity management administration and tools</li> </ul> </li> <li>• Provides basic support to configuration management and data management tasks</li> <li>• Should be working toward CISSP, CISA, CISM or other comparative information security certifications</li> </ul>
<p>Responsibilities</p>	<ul style="list-style-type: none"> <li>• Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines)</li> <li>• Monitors multiple security technologies to detect potential IT security events.</li> <li>• Operates security-related software and firmware (e.g., endpoint security, encryption, assessment scan tools, intrusion detection sensors, proxy etc.) to maintain security and service continuity</li> </ul>

	<ul style="list-style-type: none"> <li>• Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates and maintains and documents security controls</li> <li>• Assists with investigations of security events (e.g., unauthorized access, non-compliance with company policies, fraud, service exploitation, etc.) to determine malfunctions, breaches, and remediation steps</li> <li>• Responds to service issues, problems, and critical situations to support resolution and minimize downtime</li> <li>• Assists in the preparation of status reports on security matters to develop security risk analysis scenarios and response procedures</li> <li>• Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness</li> <li>• Assists in the performance of risk analysis as required</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
<p>Education/ Experience Requirements</p>	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Security Analyst III**

<p>Job Description</p>	<ul style="list-style-type: none"> <li>• Provides intermediate level support of IT Security Analyst working in a mixed operating system environment</li> <li>• Experience in:                         <ul style="list-style-type: none"> <li>• Information security regulations, standards, and guidelines;</li> <li>• Network architecture, network models, network equipment functions;</li> <li>• Authentication mechanisms, data protection, validation checking, encryption</li> <li>• Intrusion detection management, audit management, network and database vulnerability assessment</li> <li>• Antivirus and other information security products</li> <li>• Identity management administration and tools</li> </ul> </li> <li>• Maintains detailed knowledge of required compliance documentation including Goddard Procedures and Guidelines (GPR)-1410.2 and 400-Procedures and Guidelines (PG)-1410.2.1</li> <li>• CISSP, CISA, CISM and other comparative information security certifications are preferred</li> </ul>
<p>Responsibilities</p>	<ul style="list-style-type: none"> <li>• Leads in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines)</li> <li>• Monitors multiple security technologies to detect potential IT security events.</li> <li>• Operates security-related software and firmware (e.g., endpoint security, encryption, assessment scan tools, intrusion detection sensors, proxy etc.) to maintain security and service continuity</li> </ul>

	<ul style="list-style-type: none"> <li>• Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates and maintains and documents security controls.</li> <li>• Assists with investigations of security events (e.g., unauthorized access, non-compliance with company policies, fraud, service exploitation, etc.) to determine malfunctions, breaches, and remediation steps</li> <li>• Responds to service issues, problems, and critical situations to support resolution and minimize downtime</li> <li>• Prepares status reports on security matters to develop security risk analysis scenarios and response procedures</li> <li>• Evaluates products and/or procedures to enhance productivity and effectiveness</li> <li>• Enforces established processes and tools to focus on threat identification, analysis, and remediation</li> <li>• Drive the processes for technical risk management to protect information assets</li> <li>• Performs risk analysis as required</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
<p>Education/ Experience Requirements</p>	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Security Analyst IV**

<p>Job Description</p>	<ul style="list-style-type: none"> <li>• Provides high intermediate level support of IT Security Analyst working in a mixed operating system environment</li> <li>• Expert Knowledge and experience in:             <ul style="list-style-type: none"> <li>• Information security regulations, standards, and guidelines;</li> <li>• Network architecture, network models, network equipment functions;</li> <li>• Authentication mechanisms, data protection, validation checking, encryption</li> <li>• Intrusion detection management, audit management, network and database vulnerability assessment</li> <li>• Antivirus and other information security products;</li> <li>• Identity management administration and tools</li> </ul> </li> <li>• Responsible to design, implement, and perform procedures and controls necessary to ensure and protect the safety and security of information systems assets, including prevention of intentional or inadvertent access, modification, disclosure, or destruction</li> <li>• Monitor for and respond to critical application and system vulnerabilities</li> <li>• Participate in incident management and system investigation efforts within established protocols and legalities</li> <li>• CISSP, CISA, CISM or other comparative information security certifications are required</li> </ul>
<p>Responsibilities</p>	<ul style="list-style-type: none"> <li>• Leads a team of security analyst to react to cyber security incidents</li> <li>• Manages a team in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach</li> </ul>

	<p>escalation procedures, security auditing procedures and use of firewalls and encryption routines)</p> <ul style="list-style-type: none"> <li>• Manages the monitoring of GSFC’s networks for security breaches and investigates violations as they occur</li> <li>• Manages the coordination of GSFC’s information security policy and procedures across the center and agency</li> <li>• Oversees the design, development, engineering and implementation of solutions to established security requirements</li> <li>• Responsible for the identification, tracking, and monitoring of information security threats and service operations</li> <li>• Manages established processes and tools to focus on threat identification, analysis, and remediation</li> <li>• Responsible for implementation of the processes for technical risk management to protect information assets</li> <li>• Manages the monitoring of multiple security technologies to detect potential IT security events</li> <li>• Responsible for the enforcement of security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates and maintains and documents security controls</li> <li>• Manages investigations of security events (e.g., unauthorized access, non-compliance with company policies, fraud, service exploitation, etc.) to determine malfunctions, breaches, and remediation steps</li> <li>• Manages the Response to service issues, problems, and critical situations to support resolution and minimize downtime</li> <li>• Prepares status reports on security matters to develop security risk analysis scenarios and response procedures</li> <li>• Leads the evaluation of products and/or procedures to enhance productivity and effectiveness</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
<p>Education/ Experience Requirements</p>	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 10-12</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Security Analyst V**

<p>Job Description</p>	<ul style="list-style-type: none"> <li>• Provides senior level support of IT Security Analyst working in a mixed operating system environment</li> <li>• Expert Knowledge and experience in:             <ul style="list-style-type: none"> <li>• Information security regulations, standards, and guidelines;</li> <li>• Network architecture, network models, network equipment functions;</li> <li>• Authentication mechanisms, data protection, validation checking, encryption</li> <li>• Intrusion detection management, audit management, network and database vulnerability assessment</li> <li>• Antivirus and other information security products;</li> <li>• Identity management administration and tools</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>• Responsible to design, implement, and perform procedures and controls necessary to ensure and protect the safety and security of information systems assets, including prevention of intentional or inadvertent access, modification, disclosure, or destruction</li> <li>• Monitor for and respond to critical application and system vulnerabilities</li> <li>• Participate in incident management and system investigation efforts within established protocols and legalities</li> <li>• CISSP, CISA, CISM or other comparative information security certifications are required</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Leads a team of security analyst to react to cyber security incidents</li> <li>• Manages a team in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines)</li> <li>• Manages the monitoring of GSFC’s networks for security breaches and investigates violations as they occur</li> <li>• Manages the coordination of GSFC’s information security policy and procedures across the center and agency</li> <li>• Oversees the design, development, engineering and implementation of solutions to established security requirements</li> <li>• Responsible for the identification, tracking, and monitoring of information security threats and service operations</li> <li>• Manages established processes and tools to focus on threat identification, analysis, and remediation</li> <li>• Responsible for implementation of the processes for technical risk management to protect information assets</li> <li>• Manages the monitoring of multiple security technologies to detect potential IT security events</li> <li>• Responsible for the enforcement of security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates and maintains and documents security controls</li> <li>• Manages investigations of security events (e.g., unauthorized access, non-compliance with company policies, fraud, service exploitation, etc.) to determine malfunctions, breaches, and remediation steps</li> <li>• Manages the Response to service issues, problems, and critical situations to support resolution and minimize downtime</li> <li>• Prepares status reports on security matters to develop security risk analysis scenarios and response procedures</li> <li>• Leads the evaluation of products and/or procedures to enhance productivity and effectiveness</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 13+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Security Specialist I**

Job Description	<ul style="list-style-type: none"> <li>• Provide junior level support in providing IT Security performing and/or participating in technical assessments in direct support of a major compliance effort (i.e. FISMA, NIST 800-53, FedRAMP)</li> <li>• Provide high intermediate support to plan, coordinate, and implement the organization’s information security program</li> <li>• Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Conduct security assessments and evidence/artifact collection in accordance with NIST SP 800-53 Rev 4 or CNSSP 1253 as appropriate</li> <li>• Use standard audit techniques including Inspection, Scanning/Audit, and Interviews to gather/prepare evidence and artifacts to support compliance determinations</li> <li>• Coordinate the timely completion and review of work papers for each audit to ensure there is adequate supporting documentation for test work performed, findings and any corrective actions proposed</li> <li>• Maintain Information Security Document Library</li> <li>• Review risk assessments and risk management plans in support of Assessment and Authorization activities</li> <li>• Support GSFC in responding to audits or other oversight reviews or investigations from internal or external oversight organizations</li> <li>• Evaluate security, contingency, and other plans or documents</li> <li>• Review and update program documentation based on changes to NIST and CNSS guidance</li> <li>• Reviewing NASA and GSFC cyber security policies, guidelines, and procedures and provide comments/recommendations</li> <li>• Support OCIO and OMB required reporting</li> <li>• Maintain and update the CISO system security plans where the CISO has responsibility</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 1-3</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Security Specialist II**

Job Description	<ul style="list-style-type: none"> <li>• Provide low intermediate level support in providing IT Security performing and/or participating in technical assessments in direct support of a major compliance effort (i.e. FISMA, NIST 800-53, FedRAMP)</li> <li>• Provide high intermediate support to plan, coordinate, and implement the organization’s information security program</li> <li>• Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems</li> </ul>
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Responsibilities	<ul style="list-style-type: none"> <li>• Conduct security assessments and evidence/artifact collection in accordance with NIST SP 800-53 Rev 4 or CNSSP 1253 as appropriate</li> <li>• Use standard audit techniques including Inspection, Scanning/Audit, and Interviews to gather/prepare evidence and artifacts to support compliance determinations</li> <li>• Coordinate the timely completion and review of work papers for each audit to ensure there is adequate supporting documentation for test work performed, findings and any corrective actions proposed</li> <li>• Maintain Information Security Document Library</li> <li>• Review risk assessments and risk management plans in support of Assessment and Authorization activities</li> <li>• Support GSFC in responding to audits or other oversight reviews or investigations from internal or external oversight organizations</li> <li>• Evaluate security, contingency, and other plans or documents</li> <li>• Review and update program documentation based on changes to NIST and CNSS guidance</li> <li>• Reviewing NASA and GSFC cyber security policies, guidelines, and procedures and provide comments/recommendations</li> <li>• Support OCIO and OMB required reporting</li> <li>• Maintain and update the CISO system security plans where the CISO has responsibility</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Security Specialist III**

Job Description	<ul style="list-style-type: none"> <li>• Provide intermediate level support in providing IT Security performing and/or participating in technical assessments in direct support of a major compliance effort (i.e. FISMA, NIST 800-53, FedRAMP)</li> <li>• Provide intermediate support to plan, coordinate, and implement the organization’s information security program</li> <li>• Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Conduct security assessments and evidence/artifact collection in accordance with NIST SP 800-53 Rev 4 or CNSSP 1253 as appropriate</li> <li>• Use standard audit techniques including Inspection, Scanning/Audit, and Interviews to gather/prepare evidence and artifacts to support compliance determinations</li> <li>• Coordinate the timely completion and review of work papers for each audit to ensure there is adequate supporting documentation for test work performed, findings and any corrective actions proposed</li> <li>• Maintain Information Security Document Library</li> </ul>

	<ul style="list-style-type: none"> <li>• Review risk assessments and risk management plans in support of Assessment and Authorization activities</li> <li>• Support GSFC in responding to audits or other oversight reviews or investigations from internal or external oversight organizations</li> <li>• Evaluate security, contingency, and other plans or documents</li> <li>• Review and update program documentation based on changes to NIST and CNSS guidance</li> <li>• Reviewing NASA and GSFC cyber security policies, guidelines, and procedures and provide comments/recommendations</li> <li>• Support OCIO and OMB required reporting</li> <li>• Maintain and update the CISO system security plans where the CISO has responsibility</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Security Specialist IV**

Job Description	<ul style="list-style-type: none"> <li>• Provide high intermediate level in support in providing IT Security performing and/or participating in technical assessments in direct support of a major compliance effort (i.e. FISMA, NIST 800-53, FedRAMP)</li> <li>• Provide high intermediate level support to plan, coordinate, and implement the organization’s information security program</li> <li>• Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems</li> <li>• Conduct GSFC data classification assessment and security audits and manage remediation plans</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Conduct security assessments and evidence/artifact collection in accordance with NIST SP 800-53 Rev 4 or CNSSP 1253 as appropriate</li> <li>• Review risk assessments and risk management plans in support of Assessment and Authorization activities</li> <li>• Support GSFC in responding to audits or other oversight reviews or investigations from internal or external oversight organizations</li> <li>• Evaluate security, contingency, and other plans or documents</li> <li>• Review and update program documentation based on changes to NIST and CNSS guidance</li> <li>• Reviewing NASA and GSFC cyber security policies, guidelines, and procedures and provide comments/recommendations</li> <li>• Support OCIO and OMB required reporting</li> <li>• Maintain and update the CISO system security plans where the CISO has responsibility</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 10-12</li> </ul>

Experience Requirements	<ul style="list-style-type: none"> <li>• Minimum Education: Bachelor’s Degree</li> </ul>
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**IT Security Specialist V**

Job Description	<ul style="list-style-type: none"> <li>• Provide senior level support in providing IT Security performing and/or participating in technical assessments in direct support of a major compliance effort (i.e. FISMA, NIST 800-53, FedRAMP)</li> <li>• Provide senior expert level support to plan, coordinate, and implement the organization’s information security program</li> <li>• Provide support for facilitating and helping agencies identify their current security infrastructure goals and define future programs, design and implementation of security related to IT systems</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Leads security assessments and evidence/artifact collection in accordance with NIST SP 800-53 Rev 4 or CNSSP 1253 as appropriate</li> <li>• Review risk assessments and risk management plans in support of Assessment and Authorization activities</li> <li>• Support GSFC in responding to audits or other oversight reviews or investigations from internal or external oversight organizations</li> <li>• Leads the evaluation of security, contingency, and other plans or documents</li> <li>• Manages the review and update program documentation based on changes to NIST and CNSS guidance</li> <li>• Ensures completion of reviews to NASA and GSFC cyber security policies, guidelines, and procedures and provide comments/recommendations</li> <li>• Manages OCIO and OMB required reporting</li> <li>• Ensures the team maintains and update the CISO system security plans where the CISO has responsibility</li> <li>• Responsible for the implementation and development of GSFC IT Security</li> <li>• Gathers and organizes technical information the organization’s mission, goals and needs, existing security products and ongoing programs in the MLS arena</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 13+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Systems Analyst I**

Job Description	<ul style="list-style-type: none"> <li>• Provide junior level support on a variety of technical work and analysis required for the development of user and systems requirements</li> <li>• Performs moderately to highly complex tasks involving planning, designing, programming, installation and maintenance of systems Interact with GSFC users and evaluate vendor products</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Primarily provides third-level support to users although not limited from working at other levels of the support model as needed, focusing on root cause, system and infrastructure analysis</li> <li>• Tasks may involve designing, installing, programming, troubleshooting and maintaining user’s hardware and software</li> </ul>

	<ul style="list-style-type: none"> <li>• May implement business analysis and change management as needed;</li> <li>• Responds to inquiries and requests from users for assistance as escalated through the support process</li> <li>• Identifies complex problems, troubleshoots and provides solutions to assist users</li> <li>• Interacts with vendors to resolve problems and stays abreast of new updates</li> <li>• Assists users in formulating requirements and advises on alternatives and implications</li> <li>• Coordinates with other units within GSFC to resolve problems as necessary;</li> <li>• Analyzes, designs and implements plan for new systems or processes and may train users and entry-level staff</li> <li>• Support GSFC operations for a specific location or users/events from outside of the organization</li> <li>• Provides recommendations and implementation on optimizing standard processes as related to customer service</li> <li>• May assist with coordination of projects</li> <li>• Maintains a broad knowledge of technology, equipment and/or systems within field of work</li> <li>• Performs other duties as assigned</li> </ul>
<p>Education/ Experience Requirements</p>	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>

**IT Systems Analyst II**

<p>Job Description</p>	<ul style="list-style-type: none"> <li>• Provide low intermediate level support on a variety of technical work and analysis required for the development of user and systems requirements</li> <li>• Performs moderately to highly complex tasks involving planning, designing, programming, installation and maintenance of systems Interact with GSFC users and evaluate vendor products</li> </ul>
<p>Responsibilities</p>	<ul style="list-style-type: none"> <li>• Primarily provides third-level support to users although not limited from working at other levels of the support model as needed, focusing on root cause, system and infrastructure analysis</li> <li>• Tasks may involve designing, installing, programming, troubleshooting and maintaining user’s hardware and software</li> <li>• May implement business analysis and change management as needed;</li> <li>• Responds to inquiries and requests from users for assistance as escalated through the support process</li> <li>• Identifies complex problems, troubleshoots and provides solutions to assist users</li> <li>• Interacts with vendors to resolve problems and stays abreast of new updates</li> <li>• Assists users in formulating requirements and advises on alternatives and implications</li> <li>• Coordinates with other units within GSFC to resolve problems as necessary;</li> </ul>

	<ul style="list-style-type: none"> <li>• Analyzes, designs and implements plan for new systems or processes and may train users and entry-level staff</li> <li>• Support GSFC operations for a specific location or users/events from outside of the organization</li> <li>• Provides recommendations and implementation on optimizing standard processes as related to customer service</li> <li>• May assist with coordination of projects</li> <li>• Maintains a broad knowledge of technology, equipment and/or systems within field of work</li> <li>• Performs other duties as assigned</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Systems Analyst III**

Job Description	<ul style="list-style-type: none"> <li>• Provide intermediate level support on a variety of technical work and analysis required for the development of user and systems requirements</li> <li>• Performs moderately to highly complex tasks involving planning, designing, programming, installation and maintenance of systems Interact with GSFC users and evaluate vendor products</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Primarily provides third-level support to users although not limited from working at other levels of the support model as needed, focusing on root cause, system and infrastructure analysis</li> <li>• Tasks may involve designing, installing, programming, troubleshooting and maintaining user’s hardware and software</li> <li>• May implement business analysis and change management as needed;</li> <li>• Responds to inquiries and requests from users for assistance as escalated through the support process</li> <li>• Identifies complex problems, troubleshoots and provides solutions to assist users</li> <li>• Interacts with vendors to resolve problems and stays abreast of new updates</li> <li>• Assists users in formulating requirements and advises on alternatives and implications</li> <li>• Coordinates with other units within GSFC to resolve problems as necessary;</li> <li>• Analyzes, designs and implements plan for new systems or processes and may train users and entry-level staff</li> <li>• Support GSFC operations for a specific location or users/events from outside of the organization</li> <li>• Provides recommendations and implementation on optimizing standard processes as related to customer service</li> <li>• May assist with coordination of projects</li> <li>• Maintains a broad knowledge of technology, equipment and/or systems within field of work</li> </ul>

	<ul style="list-style-type: none"> <li>• Performs other duties as assigned</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Systems Engineer I**

Job Description	<ul style="list-style-type: none"> <li>• Provide junior level support in systems analysis, evaluation, design, integration, documentation and implementation of very complex IT applications</li> <li>• Provide identification/fixing for problems within existing systems</li> <li>• Enhance existing systems and participate in analysis, design and new construction of next generation IT systems</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the development team</li> <li>• Technical expert for IT systems including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 1-3</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Systems Engineer II**

Job Description	<ul style="list-style-type: none"> <li>• Provide low intermediate level support in systems analysis, evaluation, design, integration, documentation and implementation of very complex IT applications</li> <li>• Provide identification/fixing for problems within existing systems</li> <li>• Enhance existing systems and participate in analysis, design and new construction of next generation IT systems</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the development team</li> <li>• Technical expert for IT systems including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Systems Engineer III**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support in systems analysis, evaluation, design, integration, documentation and implementation of very complex IT applications</li> <li>• Provide identification/fixing for problems within existing systems</li> <li>• Enhance existing systems and participate in analysis, design and new construction of next generation IT systems</li> </ul>
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Responsibilities	<ul style="list-style-type: none"> <li>• Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the development team</li> <li>• Technical expert for IT systems including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Systems Engineer IV**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level support in systems analysis, evaluation, design, integration, documentation and implementation of very complex applications and the construction of new next generation IT systems</li> <li>• Provides identification/fixing of problems within existing systems, design/implementation of new systems and enhancement of existing systems</li> <li>•</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the development team</li> <li>• Technical expert for IT systems in the areas of telecommunications (ex. - TCP/IP, OIS/CMIP/X25), operating systems (ex. - Windows, NT, UNIX), database/DBMS (ex. - Oracle, Access, Sybase) and applications (ex. - Tivoli, PeopleSoft, etc.</li> <li>• Familiarity with ITIL, SEI/CMM desirable</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 10-12</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**IT Systems Engineer V**

Job Description	<ul style="list-style-type: none"> <li>• Provides senior level support in systems analysis, evaluation, design, integration, documentation and implementation of very complex applications and the construction of new next generation IT systems</li> <li>• Provides identification/fixing of problems within existing systems, design/implementation of new systems and enhancement of existing systems</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the development team</li> <li>• Technical expert for IT systems in the areas of telecommunications (ex. - TCP/IP, OIS/CMIP/X25), operating systems (ex. - Windows, NT, UNIX), database/DBMS (ex. - Oracle, Access, Sybase) and applications (ex. - Tivoli, PeopleSoft, etc.</li> <li>• Familiarity with ITIL, SEI/CMM desirable</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 13+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Network Administrator I**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support in setting up, configuring and supporting GSFC internal and external networks</li> <li>• Develops and maintains all systems, applications, security and network configurations</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Troubleshoots network performance issues and creates and maintains a disaster recovery plan</li> <li>• Recommends upgrades, patches and new applications and equipment</li> <li>• Provides technical support and guidance to GSFC users</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>

**Network Administrator II**

Job Description	<ul style="list-style-type: none"> <li>• Provides low intermediate level support in setting up, configuring and supporting GSFC internal and external networks</li> <li>• Develops and maintains all systems, applications, security and network configurations</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Troubleshoots network performance issues and creates and maintains a disaster recovery plan</li> <li>• Recommends upgrades, patches and new applications and equipment</li> <li>• Provides technical support and guidance to GSFC users</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Network Administrator III**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support in setting up, configuring and supporting GSFC internal and external networks</li> <li>• Develops and maintains all systems, applications, security and network configurations</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Troubleshoots network performance issues and creates and maintains a disaster recovery plan</li> <li>• Recommends upgrades, patches and new applications and equipment</li> <li>• Provides technical support and guidance to GSFC users</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Network Administrator IV**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level support in setting up, configuring and supporting GSFC internal and external networks</li> <li>• Develops and maintains all systems, applications, security and network configurations</li> </ul>
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Responsibilities	<ul style="list-style-type: none"> <li>• Troubleshoots network performance issues and creates and maintains a disaster recovery plan</li> <li>• Recommends upgrades, patches and new applications and equipment</li> <li>• Provides technical support and guidance to GSFC users</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 10-12</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Network Administrator V**

Job Description	<ul style="list-style-type: none"> <li>• Provides senior level support in setting up, configuring and supporting GSFC internal and external networks</li> <li>• Develops and maintains all systems, applications, security and network configurations</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Troubleshoots network performance issues and creates and maintains a disaster recovery plan</li> <li>• Recommends upgrades, patches and new applications and equipment</li> <li>• Provides technical support and guidance to GSFC users</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 13+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Network Engineer I**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support in the development and maintenance of network communications</li> <li>• Maintain computing environment by identifying network requirements, installing upgrades and monitoring network performance</li> <li>• Establish and maintain network performance by building net configurations and connections</li> <li>• Troubleshoot network problems</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards</li> <li>• Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization</li> <li>• Secures network system by establishing and enforcing policies; defining and monitoring access</li> <li>• Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols.</li> <li>• Establishes network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment;</li> </ul>

	<ul style="list-style-type: none"> <li>defining network policies and procedures; establishing connections and firewalls.</li> <li>• Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.</li> <li>• Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation</li> <li>• Ensures consistent operation of communication networks for GSFC users</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 1-3</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Network Engineer II**

Job Description	<ul style="list-style-type: none"> <li>• Provide low intermediate level support in the development and maintenance of network communications</li> <li>• Maintain computing environment by identifying network requirements, installing upgrades and monitoring network performance</li> <li>• Establish and maintain network performance by building net configurations and connections</li> <li>• Troubleshoot network problems</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards</li> <li>• Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization</li> <li>• Secures network system by establishing and enforcing policies; defining and monitoring access</li> <li>• Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols.</li> <li>• Establishes network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.</li> <li>• Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.</li> <li>• Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation</li> <li>• Ensures consistent operation of communication networks for GSFC users</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Network Engineer III**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support in the development and maintenance of network communications</li> <li>• Maintain computing environment by identifying network requirements, installing upgrades and monitoring network performance</li> <li>• Establish and maintain network performance by building net configurations and connections</li> <li>• Troubleshoot network problems</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards</li> <li>• Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization</li> <li>• Secures network system by establishing and enforcing policies; defining and monitoring access</li> <li>• Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols.</li> <li>• Establishes network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.</li> <li>• Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.</li> <li>• Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation</li> <li>• Ensures consistent operation of communication networks for GSFC users</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Network Engineer IV**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level support in the development and maintenance of network communications</li> <li>• Maintain computing environment by identifying network requirements, installing upgrades and monitoring network performance</li> <li>• Establish and maintain network performance by building net configurations and connections</li> <li>• Troubleshoot network problems</li> </ul>
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Responsibilities	<ul style="list-style-type: none"> <li>• Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards</li> <li>• Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization</li> <li>• Secures network system by establishing and enforcing policies; defining and monitoring access</li> <li>• Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols.</li> <li>• Establishes network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.</li> <li>• Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.</li> <li>• Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation</li> <li>• Ensures consistent operation of communication networks for GSFC users</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 10-12</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Network Engineer V**

Job Description	<ul style="list-style-type: none"> <li>• Provides senior level support in the development and maintenance of network communications</li> <li>• Maintain computing environment by identifying network requirements, installing upgrades and monitoring network performance</li> <li>• Establish and maintain network performance by building net configurations and connections</li> <li>• Troubleshoot network problems</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards</li> <li>• Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization</li> <li>• Secures network system by establishing and enforcing policies; defining and monitoring access</li> <li>• Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols.</li> </ul>

	<ul style="list-style-type: none"> <li>• Establishes network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.</li> <li>• Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.</li> <li>• Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation</li> <li>• Ensures consistent operation of communication networks for GSFC users</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 13+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Penetration Tester I**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support for penetration testing</li> <li>• Proficiency with:             <ul style="list-style-type: none"> <li>• Windows, MAC and Unix/Linux operating systems</li> <li>• Web applications and services</li> <li>• Networking principles</li> <li>• Firewalls, IPsec and SSL VPNs, IDS/IPS</li> <li>• Wireless protocols, security and attack vectors</li> <li>• Database design, implementation and management</li> <li>• Cryptography, ciphers and key management</li> <li>• Commercial and open source security tools (e.g., Nessus, Nmap, Metasploit, Web Inspect, Wireshark, Backtrack/Kali Linux, Burp Suite, etc.)</li> <li>• Scripting (Shell, Ruby, Python, PowerShell, JavaScript) and application development skills are distinguishing factors</li> </ul> </li> <li>• Experience managing networks and systems for both Windows and Unix platforms</li> <li>• General knowledge of information security principles</li> <li>• Proficiency with Linux and Windows command lines</li> <li>• Ability to comfortably present security concepts or findings to both highly-technical and entirely non-technical audiences</li> <li>• Ability to automate routine tasks</li> <li>• Exceptional writing and speaking skills</li> <li>• Certified in any of the following:             <ul style="list-style-type: none"> <li>• Security and IT certifications (e.g., CISSP, OSCP, GPEN, GWAPT, CISA)</li> <li>• Technical certifications (e.g., MCSE, CCNA, RHEL, etc.)</li> </ul> </li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Leads the Performance of white box and black box penetration testing of GSFC IT systems and networks</li> <li>• Lead the penetration testing of applications as well as wired and wireless network environments to include mobile environments</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage the writing of test plans and document results</li> <li>• Manage reconnaissance and discovery to map targets</li> <li>• Lead social engineering activities such as phishing, pretext calling and in-person pretexting</li> <li>• Research tools and security exploits</li> <li>• Consult with clients on high-level strategic initiatives as well as highly-technical and detailed regulatory compliance projects</li> <li>• Share knowledge and mentor new team members and peers</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 1-3</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Penetration Tester II**

Job Description	<ul style="list-style-type: none"> <li>• Provide low intermediate level support for penetration testing</li> <li>• Proficiency with: <ul style="list-style-type: none"> <li>• Windows, MAC and Unix/Linux operating systems</li> <li>• Web applications and services</li> <li>• Networking principles</li> <li>• Firewalls, IPsec and SSL VPNs, IDS/IPS</li> <li>• Wireless protocols, security and attack vectors</li> <li>• Database design, implementation and management</li> <li>• Cryptography, ciphers and key management</li> <li>• Commercial and open source security tools (e.g., Nessus, Nmap, Metasploit, Web Inspect, Wireshark, Backtrack/Kali Linux, Burp Suite, etc.)</li> <li>• Scripting (Shell, Ruby, Python, PowerShell, JavaScript) and application development skills are distinguishing factors</li> </ul> </li> <li>• Experience managing networks and systems for both Windows and Unix platforms</li> <li>• General knowledge of information security principles</li> <li>• Proficiency with Linux and Windows command lines</li> <li>• Ability to comfortably present security concepts or findings to both highly-technical and entirely non-technical audiences</li> <li>• Ability to automate routine tasks</li> <li>• Exceptional writing and speaking skills</li> <li>• Certified in any of the following: <ul style="list-style-type: none"> <li>• Security and IT certifications (e.g., CISSP, OSCP, GPEN, GWAPT, CISA)</li> <li>• Technical certifications (e.g., MCSE, CCNA, RHEL, etc.)</li> </ul> </li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Leads the Performance of white box and black box penetration testing of GSFC IT systems and networks</li> <li>• Lead the penetration testing of applications as well as wired and wireless network environments to include mobile environments</li> <li>• Manage the writing of test plans and document results</li> <li>• Manage reconnaissance and discovery to map targets</li> </ul>

	<ul style="list-style-type: none"> <li>• Lead social engineering activities such as phishing, pretext calling and in-person pretexting</li> <li>• Research tools and security exploits</li> <li>• Consult with clients on high-level strategic initiatives as well as highly-technical and detailed regulatory compliance projects</li> <li>• Share knowledge and mentor new team members and peers</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Penetration Tester III**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support for penetration testing</li> <li>• Proficiency with: <ul style="list-style-type: none"> <li>• Windows, MAC and Unix/Linux operating systems</li> <li>• Web applications and services</li> <li>• Networking principles</li> <li>• Firewalls, IPsec and SSL VPNs, IDS/IPS</li> <li>• Wireless protocols, security and attack vectors</li> <li>• Database design, implementation and management</li> <li>• Cryptography, ciphers and key management</li> <li>• Commercial and open source security tools (e.g., Nessus, Nmap, Metasploit, Web Inspect, Wireshark, Backtrack/Kali Linux, Burp Suite, etc.)</li> <li>• Scripting (Shell, Ruby, Python, PowerShell, JavaScript) and application development skills are distinguishing factors</li> </ul> </li> <li>• Experience managing networks and systems for both Windows and Unix platforms</li> <li>• General knowledge of information security principles</li> <li>• Proficiency with Linux and Windows command lines</li> <li>• Ability to comfortably present security concepts or findings to both highly-technical and entirely non-technical audiences</li> <li>• Ability to automate routine tasks</li> <li>• Exceptional writing and speaking skills</li> <li>• Certified in any of the following: <ul style="list-style-type: none"> <li>• Security and IT certifications (e.g., CISSP, OSCP, GPEN, GWAPT, CISA)</li> <li>• Technical certifications (e.g., MCSE, CCNA, RHEL, etc.)</li> </ul> </li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Leads the Performance of white box and black box penetration testing of GSFC IT systems and networks</li> <li>• Lead the penetration testing of applications as well as wired and wireless network environments to include mobile environments</li> <li>• Manage the writing of test plans and document results</li> <li>• Manage reconnaissance and discovery to map targets</li> <li>• Lead social engineering activities such as phishing, pretext calling and in-person pretexting</li> </ul>

	<ul style="list-style-type: none"> <li>• Research tools and security exploits</li> <li>• Consult with clients on high-level strategic initiatives as well as highly-technical and detailed regulatory compliance projects</li> <li>• Share knowledge and mentor new team members and peers</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Penetration Tester IV**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level support for penetration testing</li> <li>• Proficiency with:                         <ul style="list-style-type: none"> <li>• Windows, MAC and Unix/Linux operating systems</li> <li>• Web applications and services</li> <li>• Networking principles</li> <li>• Firewalls, IPsec and SSL VPNs, IDS/IPS</li> <li>• Wireless protocols, security and attack vectors</li> <li>• Database design, implementation and management</li> <li>• Cryptography, ciphers and key management</li> <li>• Commercial and open source security tools (e.g., Nessus, Nmap, Metasploit, Web Inspect, Wireshark, Backtrack/Kali Linux, Burp Suite, etc.)</li> <li>• Scripting (Shell, Ruby, Python, PowerShell, JavaScript) and application development skills are distinguishing factors</li> </ul> </li> <li>• Experience managing networks and systems for both Windows and Unix platforms</li> <li>• General knowledge of information security principles</li> <li>• Proficiency with Linux and Windows command lines</li> <li>• Ability to comfortably present security concepts or findings to both highly-technical and entirely non-technical audiences</li> <li>• Ability to automate routine tasks</li> <li>• Exceptional writing and speaking skills</li> <li>• Certified in any of the following:                         <ul style="list-style-type: none"> <li>• Security and IT certifications (e.g., CISSP, OSCP, GPEN, GWAPT, CISA)</li> <li>• Technical certifications (e.g., MCSE, CCNA, RHEL, etc.)</li> </ul> </li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Leads the Performance of white box and black box penetration testing of GSFC IT systems and networks</li> <li>• Lead the penetration testing of applications as well as wired and wireless network environments to include mobile environments</li> <li>• Manage the writing of test plans and document results</li> <li>• Manage reconnaissance and discovery to map targets</li> <li>• Lead social engineering activities such as phishing, pretext calling and in-person pretexting</li> <li>• Research tools and security exploits</li> </ul>

	<ul style="list-style-type: none"> <li>• Consult with clients on high-level strategic initiatives as well as highly-technical and detailed regulatory compliance projects</li> <li>• Share knowledge and mentor new team members and peers</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 10-12</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Penetration Tester V**

Job Description	<ul style="list-style-type: none"> <li>• Provides senior level support for penetration testing</li> <li>• Proficiency with: <ul style="list-style-type: none"> <li>• Windows, MAC and Unix/Linux operating systems</li> <li>• Web applications and services</li> <li>• Networking principles</li> <li>• Firewalls, IPsec and SSL VPNs, IDS/IPS</li> <li>• Wireless protocols, security and attack vectors</li> <li>• Database design, implementation and management</li> <li>• Cryptography, ciphers and key management</li> <li>• Commercial and open source security tools (e.g., Nessus, Nmap, Metasploit, Web Inspect, Wireshark, Backtrack/Kali Linux, Burp Suite, etc.)</li> <li>• Scripting (Shell, Ruby, Python, PowerShell, JavaScript) and application development skills are distinguishing factors</li> </ul> </li> <li>• Experience managing networks and systems for both Windows and Unix platforms</li> <li>• General knowledge of information security principles</li> <li>• Proficiency with Linux and Windows command lines</li> <li>• Ability to comfortably present security concepts or findings to both highly-technical and entirely non-technical audiences</li> <li>• Ability to automate routine tasks</li> <li>• Exceptional writing and speaking skills</li> <li>• Certified in any of the following: <ul style="list-style-type: none"> <li>• Security and IT certifications (e.g., CISSP, OSCP, GPEN, GWAPT, CISA)</li> <li>• Technical certifications (e.g., MCSE, CCNA, RHEL, etc.)</li> </ul> </li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Leads the Performance of white box and black box penetration testing of GSFC IT systems and networks</li> <li>• Lead the penetration testing of applications as well as wired and wireless network environments to include mobile environments</li> <li>• Manage the writing of test plans and document results</li> <li>• Manage reconnaissance and discovery to map targets</li> <li>• Lead social engineering activities such as phishing, pretext calling and in-person pretexting</li> <li>• Research tools and security exploits</li> <li>• Consult with clients on high-level strategic initiatives as well as highly-technical and detailed regulatory compliance projects</li> </ul>

	<ul style="list-style-type: none"> <li>• Share knowledge and mentor new team members and peers</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 13+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Quality Assurance Analyst I**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level Quality Assurance Analyst support working with Supply Chain Risk Management</li> <li>• Ability to write a test approach/strategy</li> <li>• Experience using automation and defect reporting &amp; analysis</li> <li>• Ability to conduct test risk analysis</li> <li>• Possess a broad knowledge of government standards with risk, compliance and enterprise risk management experience</li> <li>• Must be able to identify and evaluate operational and technology supply chain risks, internal controls which mitigate risks, and related opportunities for internal control improvement</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Develop, implement and manage an integrated Center level Global Information and communications technology (ICT) Supply Chain Risk Management (SCRM) program.</li> <li>• Review supply chain risk against criteria developed by the National Institute of Standards and Technology (NIST) and applicable laws, Executive Orders, directives, policies, standards, instructions, regulations, or procedures to inform program, project and enterprise acquisition decisions.</li> <li>• Conduct assessments of risk of cyber-espionage or sabotage associated with acquisitions in consultation with the Federal Bureau of Investigation or other appropriate Federal entities.</li> <li>• Continuously analyze and monitor GSFC and Aerospace sector investments to integrate ICT SCRM into continuous monitoring processes and systems.</li> <li>• Integrate ICT SCRM tools, technologies, and techniques from those currently being used across government and industry to protect NASA’s space and information assets</li> <li>• Inform GSFC SCRM in decisions impacting the inherited risks traversing the supply chain and the ability to effectively manage those risks</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>

**Quality Assurance Analyst II**

Job Description	<ul style="list-style-type: none"> <li>• Provides low intermediate level Quality Assurance Analyst support working with Supply Chain Risk Management</li> <li>• Ability to write a test approach/strategy</li> <li>• Experience using automation and defect reporting &amp; analysis</li> </ul>
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	<ul style="list-style-type: none"> <li>• Ability to conduct test risk analysis</li> <li>• Possess a broad knowledge of government standards with risk, compliance and enterprise risk management experience</li> <li>• Must be able to identify and evaluate operational and technology supply chain risks, internal controls which mitigate risks, and related opportunities for internal control improvement</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Develop, implement and manage an integrated Center level Global Information and communications technology (ICT) Supply Chain Risk Management (SCRM) program.</li> <li>• Review supply chain risk against criteria developed by the National Institute of Standards and Technology (NIST) and applicable laws, Executive Orders, directives, policies, standards, instructions, regulations, or procedures to inform program, project and enterprise acquisition decisions.</li> <li>• Conduct assessments of risk of cyber-espionage or sabotage associated with acquisitions in consultation with the Federal Bureau of Investigation or other appropriate Federal entities.</li> <li>• Continuously analyze and monitor GSFC and Aerospace sector investments to integrate ICT SCRM into continuous monitoring processes and systems.</li> <li>• Integrate ICT SCRM tools, technologies, and techniques from those currently being used across government and industry to protect NASA’s space and information assets</li> <li>• Inform GSFC SCRM in decisions impacting the inherited risks traversing the supply chain and the ability to effectively manage those risks</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Quality Assurance Analyst III**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level Quality Assurance Analyst support working with Supply Chain Risk Management</li> <li>• Ability to write a test approach/strategy</li> <li>• Experience using automation and defect reporting &amp; analysis</li> <li>• Ability to conduct test risk analysis</li> <li>• Possess a broad knowledge of government standards with risk, compliance and enterprise risk management experience</li> <li>• Must be able to identify and evaluate operational and technology supply chain risks, internal controls which mitigate risks, and related opportunities for internal control improvement</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Develop, implement and manage an integrated Center level Global Information and communications technology (ICT) Supply Chain Risk Management (SCRM) program.</li> <li>• Review supply chain risk against criteria developed by the National Institute of Standards and Technology (NIST) and applicable laws, Executive Orders,</li> </ul>

	<p>directives, policies, standards, instructions, regulations, or procedures to inform program, project and enterprise acquisition decisions.</p> <ul style="list-style-type: none"> <li>• Conduct assessments of risk of cyber-espionage or sabotage associated with acquisitions in consultation with the Federal Bureau of Investigation or other appropriate Federal entities.</li> <li>• Continuously analyze and monitor GSFC and Aerospace sector investments to integrate ICT SCRM into continuous monitoring processes and systems.</li> <li>• Integrate ICT SCRM tools, technologies, and techniques from those currently being used across government and industry to protect NASA’s space and information assets</li> <li>• Inform GSFC SCRM in decisions impacting the inherited risks traversing the supply chain and the ability to effectively manage those risks</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Quality Assurance Analyst IV**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level Quality Assurance Analyst support working with Supply Chain Risk Management</li> <li>• Ability to write a test approach/strategy</li> <li>• Experience using automation and defect reporting &amp; analysis</li> <li>• Ability to conduct test risk analysis</li> <li>• Possess a broad knowledge of government standards with risk, compliance and enterprise risk management experience</li> <li>• Must be able to identify and evaluate operational and technology supply chain risks, internal controls which mitigate risks, and related opportunities for internal control improvement</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Develop, implement and manage an integrated Center level Global Information and communications technology (ICT) Supply Chain Risk Management (SCRM) program.</li> <li>• Review supply chain risk against criteria developed by the National Institute of Standards and Technology (NIST) and applicable laws, Executive Orders, directives, policies, standards, instructions, regulations, or procedures to inform program, project and enterprise acquisition decisions.</li> <li>• Conduct assessments of risk of cyber-espionage or sabotage associated with acquisitions in consultation with the Federal Bureau of Investigation or other appropriate Federal entities.</li> <li>• Continuously analyze and monitor GSFC and Aerospace sector investments to integrate ICT SCRM into continuous monitoring processes and systems.</li> <li>• Integrate ICT SCRM tools, technologies, and techniques from those currently being used across government and industry to protect NASA’s space and information assets</li> <li>• Inform GSFC SCRM in decisions impacting the inherited risks traversing the supply chain and the ability to effectively manage those risks</li> </ul>

	<ul style="list-style-type: none"> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 10-12</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Quality Assurance Analyst V**

Job Description	<ul style="list-style-type: none"> <li>• Provides senior level quality control support working with Supply Chain Risk Management</li> <li>• Ability to write a test approach/strategy</li> <li>• Experience using automation and defect reporting &amp; analysis</li> <li>• Ability to conduct test risk analysis</li> <li>• Possess a broad knowledge of government standards with risk, compliance and enterprise risk management experience</li> <li>• Must be able to identify and evaluate operational and technology supply chain risks, internal controls which mitigate risks, and related opportunities for internal control improvement</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Develop, implement and manage an integrated Center level Global Information and communications technology (ICT) Supply Chain Risk Management (SCRM) program.</li> <li>• Review supply chain risk against criteria developed by the National Institute of Standards and Technology (NIST) and applicable laws, Executive Orders, directives, policies, standards, instructions, regulations, or procedures to inform program, project and enterprise acquisition decisions.</li> <li>• Conduct assessments of risk of cyber-espionage or sabotage associated with acquisitions in consultation with the Federal Bureau of Investigation or other appropriate Federal entities.</li> <li>• Continuously analyze and monitor GSFC and Aerospace sector investments to integrate ICT SCRM into continuous monitoring processes and systems.</li> <li>• Integrate ICT SCRM tools, technologies, and techniques from those currently being used across government and industry to protect NASA’s space and information assets</li> <li>• Inform GSFC SCRM in decisions impacting the inherited risks traversing the supply chain and the ability to effectively manage those risks</li> <li>• Other responsibilities as required during the task period of performance</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 13+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Project Administrator I**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support managing the preparation of management plans and various customer reports</li> <li>• Develop and present project results to program and executive management and provides direction to other administrative personnel</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Coordinates schedules to facilitate the completion of task order and change proposals, contract deliverables, task order reviews, briefings and presentations</li> </ul>

	<ul style="list-style-type: none"> <li>• Perform analysis, development and review of program administrative operating plans and procedures</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 3-4</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>

**Project Administrator II**

Job Description	<ul style="list-style-type: none"> <li>• Provides low intermediate level support managing the preparation of management plans and various customer reports</li> <li>• Develop and present project results to program and executive management and provides direction to other administrative personnel</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Coordinates schedules to facilitate the completion of task order and change proposals, contract deliverables, task order reviews, briefings and presentations</li> <li>• Perform analysis, development and review of program administrative operating plans and procedures</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 5-6</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>

**Project Administrator III**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support managing the preparation of management plans and various customer reports</li> <li>• Develop and present project results to program and executive management and provides direction to other administrative personnel</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Coordinates schedules to facilitate the completion of task order and change proposals, contract deliverables, task order reviews, briefings and presentations</li> <li>• Perform analysis, development and review of program administrative operating plans and procedures</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Project Administrator IV**

Job Description	<ul style="list-style-type: none"> <li>• Provide high intermediate level effort managing the preparation of management plans and various customer reports</li> <li>• Develop and present project results to program and executive management and provides direction to other administrative personnel</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Coordinates schedules to facilitate the completion of task order and change proposals, contract deliverables, task order reviews, briefings and presentations</li> <li>• Perform analysis, development and review of program administrative operating plans and procedures</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 7+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Security Coordinator**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support to IT Security Program tasks</li> <li>• Effectively implement all appropriate risk management strategies, related to the safety, security and protection of IT assets</li> <li>• Coordinate all emergency/crisis management assets providing a timely and coherent response to incidents as they arise</li> <li>• Manage and coordinate security operations ensuring that security procedures are implemented and followed as per GSFC Standard Operating Procedures (SOP)</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Responsible for the management, implementation and oversight of IT security operations in support of GSFC</li> <li>• Coordinate all emergency/crisis management assets providing a timely and coherent response to incidents as they arise</li> <li>• Assist in the design and implementation of project related security strategies, security policies/standards and establish a concrete course of action for their implementation and review</li> <li>• Develop effective security plans to support GSFC operations</li> <li>• Provide operational support and guidance to the GSFC ITCD</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Senior Enterprise Architect**

Job Description	<ul style="list-style-type: none"> <li>• Provides senior level support to the GSFC Enterprise Architecture Program</li> <li>• Set IT strategic vision and direction across the GSFC enterprise, ensuring that project and program architecture aligns to this vision</li> <li>• Work in collaboration with multiple business and IT stakeholders in creating direction that will align IT strategy to business strategy</li> <li>• Focus on enterprise architecture, pursuit strategy and approach, innovation and integration</li> <li>• Lead teams in defining solution architecture that help meet the business needs outlined by GSFC Senior Management</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Act as a visionary and strategist for the entire organization</li> <li>• Oversee architecture for major initiatives/projects</li> <li>• Influence business and IT in order to align to an Enterprise Roadmap</li> <li>• Build and drive alignment to an GSFC enterprise-wide architecture and roadmap</li> <li>• Manage risk within an organization through a reusable framework and process</li> <li>• Create design patterns and best practices for integration of systems and processes through the GSFC enterprise</li> <li>• Develop the overall vision that underlies the projected solution and transforms that vision through a collaborative execution into the solution</li> </ul>
Education/	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 12+</li> </ul>

Experience Requirements	<ul style="list-style-type: none"> <li>• Minimum Education: Bachelor’s Degree</li> </ul>
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**Software Engineer**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support to Software Engineering tasks</li> <li>• Develop information systems by designing, developing, and installing software solutions</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Determine operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions</li> <li>• Document and demonstrate solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code</li> <li>• Prepare and install solutions by determining and designing system specifications, standards, and programming</li> <li>• Improve operations by conducting systems analysis; recommending changes in policies and procedures</li> <li>• Develop software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Subject Matter Expert**

Job Description	<ul style="list-style-type: none"> <li>• Provides expert level subject matter expertise support on IT Service Management practices, infrastructure and processes</li> <li>• Provide advice on the tools, organization, processes and procedures that are needed to support and deliver these services</li> <li>• Provide ITIL/ITSM thought leadership</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Establish Data Management Framework;</li> <li>• Analyze current Processes, Data, Integrated Data Repositories and Tools</li> <li>• Define Business Process Context</li> <li>• Analyze Data Management Issues and Goals</li> <li>• Assess Process Data Requirements;</li> <li>• Manage Data Acquisition and Preparation</li> <li>• Manage Data Management Operations Monitoring and Reporting</li> <li>• Coordinate and Execute Data Management Performance Evaluation</li> <li>• Develop and manage Organizational Definitions</li> <li>• Develop and manage Integrated Data Repository Operation and Sustainment planning</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Systems Administrator I**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support implementing, configuring, coordinating, controlling, maintaining, troubleshooting and securing, usage monitoring and the development of specialized system procedures</li> <li>• Set all aspects of systems administration, including servers, applications, and databases</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Perform basic systems security administration functions, including creating customer profiles and accounts</li> <li>• Monitor and manages system resources, including CPU usage, disk usage, and response times to maintain operating efficiency</li> <li>• Write or modify basic scripts to resolve performance problems and automate systems administration tasks</li> <li>• Maintain system documentation and logs</li> <li>• Perform or assist in troubleshooting and diagnosing production problems; corrects identified problems</li> <li>• Perform systems administration functions for the District wide e-mail system;</li> <li>• Maintain application security, event investigations and compliance enforcement</li> <li>• Review personnel conduct in relation to data protection</li> <li>• Administer secure links with public key encryption, anti-virus, user authentication and intrusion detection</li> <li>• Provide monitoring and primary response and intervention for information technology related security incidents and violations</li> <li>• Manage and support secure Virtual Private Networks (VPNs)</li> <li>• Document LAN network related policies and procedures including security;</li> <li>• Implement and maintain HIPAA requirements</li> <li>• Keep current with new Information Technology Security protocols, applicable laws and regulations</li> <li>• Perform other miscellaneous duties as assigned</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>

**Systems Administrator II**

Job Description	<ul style="list-style-type: none"> <li>• Provides low intermediate level support implementing, configuring, coordinating, controlling, maintaining, troubleshooting and securing, usage monitoring and the development of specialized system procedures</li> <li>• Set all aspects of systems administration, including servers, applications, and databases</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Perform basic systems security administration functions, including creating customer profiles and accounts</li> <li>• Monitor and manages system resources, including CPU usage, disk usage, and response times to maintain operating efficiency</li> <li>• Write or modify basic scripts to resolve performance problems and automate systems administration tasks</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain system documentation and logs</li> <li>• Perform or assist in troubleshooting and diagnosing production problems; corrects identified problems</li> <li>• Perform systems administration functions for the District wide e-mail system;</li> <li>• Maintain application security, event investigations and compliance enforcement</li> <li>• Review personnel conduct in relation to data protection</li> <li>• Administer secure links with public key encryption, anti-virus, user authentication and intrusion detection</li> <li>• Provide monitoring and primary response and intervention for information technology related security incidents and violations</li> <li>• Manage and support secure Virtual Private Networks (VPNs)</li> <li>• Document LAN network related policies and procedures including security;</li> <li>• Implement and maintain HIPAA requirements</li> <li>• Keep current with new Information Technology Security protocols, applicable laws and regulations</li> <li>• Perform other miscellaneous duties as assigned</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Systems Administrator III**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support implementing, configuring, coordinating, controlling, maintaining, troubleshooting and securing, usage monitoring and the development of specialized system procedures</li> <li>• Maintain operations of multi-user computer systems</li> <li>• Set up administrator and service accounts</li> <li>• Maintain system documentation</li> <li>• Tune system performance</li> <li>• Install system-wide software and allocate mass storage space</li> <li>• Interact with GSFC users and evaluate vendor products</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Primarily provides third-level support to users although not limited from working at other levels of the support model as needed, focusing on root cause, system and infrastructure analysis</li> <li>• Tasks may involve designing, installing, programming, troubleshooting and maintaining user’s hardware and software</li> <li>• May implement business analysis and change management as needed</li> <li>• Responds to inquiries and requests from users for assistance as escalated through the support process</li> <li>• Identifies complex problems, troubleshoots and provides solutions to assist users</li> <li>• Interacts with vendors to resolve problems and stays abreast of new updates</li> <li>• Assists users in formulating requirements and advises on alternatives and implications</li> </ul>

	<ul style="list-style-type: none"> <li>• Coordinates with other units within GSFC to resolve problems as necessary</li> <li>• Analyzes, designs and implements plan for new systems or processes and may train users and entry-level staff</li> <li>• May support GSFC operations for a specific location or users/events from outside of the organization</li> <li>• Provides recommendations and implementation on optimizing standard processes as related to customer service</li> <li>• May assist with coordination of projects</li> <li>• Maintains a broad knowledge of technology, equipment and/or systems within field of work</li> <li>• Performs other duties as assigned</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Systems Administrator IV**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level support implementing, configuring, coordinating, controlling, maintaining, troubleshooting and securing, usage monitoring and the development of specialized system procedures</li> <li>• Maintain operations of multi-user computer systems</li> <li>• Set up administrator and service accounts</li> <li>• Maintain system documentation</li> <li>• Tune system performance</li> <li>• Install system-wide software and allocate mass storage space</li> <li>• Interact with GSFC users and evaluate vendor products</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Primarily provides third-level support to users although not limited from working at other levels of the support model as needed, focusing on root cause, system and infrastructure analysis</li> <li>• Tasks may involve designing, installing, programming, troubleshooting and maintaining user’s hardware and software</li> <li>• May implement business analysis and change management as needed</li> <li>• Responds to inquiries and requests from users for assistance as escalated through the support process</li> <li>• Identifies complex problems, troubleshoots and provides solutions to assist users</li> <li>• Interacts with vendors to resolve problems and stays abreast of new updates</li> <li>• Assists users in formulating requirements and advises on alternatives and implications</li> <li>• Coordinates with other units within GSFC to resolve problems as necessary</li> <li>• Analyzes, designs and implements plan for new systems or processes and may train users and entry-level staff</li> <li>• May support GSFC operations for a specific location or users/events from outside of the organization</li> <li>• Provides recommendations and implementation on optimizing standard processes as related to customer service</li> </ul>

	<ul style="list-style-type: none"> <li>• May assist with coordination of projects</li> <li>• Maintains a broad knowledge of technology, equipment and/or systems within field of work</li> <li>• Performs other duties as assigned</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 10-12</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Systems Administrator V**

Job Description	<ul style="list-style-type: none"> <li>• Provide senior level support implementing, configuring, coordinating, controlling, maintaining, troubleshooting and securing, usage monitoring and the development of specialized system procedures</li> <li>• Maintain operations of multi-user computer systems</li> <li>• Set up administrator and service accounts</li> <li>• Maintain system documentation</li> <li>• Tune system performance</li> <li>• Install system-wide software and allocate mass storage space</li> <li>• Interact with GSFC users and evaluate vendor products</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Primarily provides third-level support to users although not limited from working at other levels of the support model as needed, focusing on root cause, system and infrastructure analysis</li> <li>• Tasks may involve designing, installing, programming, troubleshooting and maintaining user’s hardware and software</li> <li>• May implement business analysis and change management as needed</li> <li>• Responds to inquiries and requests from users for assistance as escalated through the support process</li> <li>• Identifies complex problems, troubleshoots and provides solutions to assist users</li> <li>• Interacts with vendors to resolve problems and stays abreast of new updates</li> <li>• Assists users in formulating requirements and advises on alternatives and implications</li> <li>• Coordinates with other units within GSFC to resolve problems as necessary</li> <li>• Analyzes, designs and implements plan for new systems or processes and may train users and entry-level staff</li> <li>• May support GSFC operations for a specific location or users/events from outside of the organization</li> <li>• Provides recommendations and implementation on optimizing standard processes as related to customer service</li> <li>• May assist with coordination of projects</li> <li>• Maintains a broad knowledge of technology, equipment and/or systems within field of work</li> <li>• Performs other duties as assigned</li> </ul>
Education/	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 13+</li> </ul>

Experience Requirements	<ul style="list-style-type: none"> <li>• Minimum Education: Bachelor’s Degree</li> </ul>
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**Technical Writer I**

Job Description	<ul style="list-style-type: none"> <li>• Provide junior level support in developing, editing and producing technical and graphical documentation for Government systems</li> <li>• Use of automated tools to prepare, update, store and distribute technical and program documentation</li> <li>• Writing and proofreading technical and contractual language as used in program documentation</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Review and edit highly complex written and graphical technical materials, including system configuration, studies, documentation, reports and other presentation graphics</li> <li>• Ensures compliance with standards of style and format, proper English usage and overall structure and organization of materials</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 1-3</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Technical Writer II**

Job Description	<ul style="list-style-type: none"> <li>• Provide low intermediate level support in developing, editing and producing technical and graphical documentation for Government ADP systems</li> <li>• Developing, editing and producing technical and graphical documentation for Government ADP systems</li> <li>• Use of automated tools to prepare, update, store and distribute technical and program documentation</li> <li>• Writing and proofreading technical and contractual language as used in program documentation</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Review and edit highly complex written and graphical technical materials, including system configuration, studies, documentation, reports and other presentation graphics</li> <li>• Ensures compliance with standards of style and format, proper English usage and overall structure and organization of materials</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Technical Writer III**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support in developing, editing and producing technical and graphical documentation for Government systems</li> <li>• Developing, editing and producing technical and graphical documentation for Government ADP systems</li> <li>• Use of automated tools to prepare, update, store and distribute technical and program documentation</li> </ul>
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	<ul style="list-style-type: none"> <li>• Writing and proofreading technical and contractual language as used in program documentation</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Review and edit highly complex written and graphical technical materials, including system configuration, studies, documentation, reports and other presentation graphics</li> <li>• Ensures compliance with standards of style and format, proper English usage and overall structure and organization of materials</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Technical Writer IV**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level support in developing, editing and producing technical and graphical documentation for Government systems</li> <li>• Developing, editing and producing technical and graphical documentation for Government ADP systems</li> <li>• Use of automated tools to prepare, update, store and distribute technical and program documentation</li> <li>• Writing and proofreading technical and contractual language as used in program documentation</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Review and edit highly complex written and graphical technical materials, including system configuration, studies, documentation, reports and other presentation graphics</li> <li>• Ensures compliance with standards of style and format, proper English usage and overall structure and organization of materials</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: High Intermediate IV</li> <li>• Years Experience: 10-12</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Technical Writer V**

Job Description	<ul style="list-style-type: none"> <li>• Provides senior level support in developing, editing and producing technical and graphical documentation for Government systems</li> <li>• Developing, editing and producing technical and graphical documentation for Government ADP systems</li> <li>• Use of automated tools to prepare, update, store and distribute technical and program documentation</li> <li>• Writing and proofreading technical and contractual language as used in program documentation</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Review and edit highly complex written and graphical technical materials, including system configuration, studies, documentation, reports and other presentation graphics</li> <li>• Ensures compliance with standards of style and format, proper English usage and overall structure and organization of materials</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Senior</li> <li>• Years Experience: 13+</li> <li>• Minimum Education: Bachelor’s Degree</li> </ul>

**Web Developer I**

Job Description	<ul style="list-style-type: none"> <li>• Provides junior level support to design and build web sites using a variety of graphics software applications, techniques and tools</li> <li>• Contribute to design group efforts to enhance the look and feel of the organization’s on-line offerings</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Develop user interface features, site animation and special effects elements</li> <li>• Design websites to support GSFC’s strategies and goals relative to external communications</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Junior</li> <li>• Years Experience: 3</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1</li> </ul>

**Web Developer II**

Job Description	<ul style="list-style-type: none"> <li>• Provide low intermediate level support in developing, editing and producing technical and graphical documentation for Government ADP systems</li> <li>• Contribute to design group efforts to enhance the look and feel of the organization’s on-line offerings</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Develop user interface features, site animation and special effects elements</li> <li>• Design websites to support GSFC’s strategies and goals relative to external communications</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Low Intermediate II</li> <li>• Years Experience: 4-6</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 1-3</li> </ul>

**Web Developer III**

Job Description	<ul style="list-style-type: none"> <li>• Provides intermediate level support in developing, editing and producing technical and graphical documentation for Government ADP systems</li> <li>• Contribute to design group efforts to enhance the look and feel of the organization’s on-line offerings</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Develop user interface features, site animation and special effects elements</li> <li>• Design websites to support GSFC’s strategies and goals relative to external communications</li> </ul>
Education/ Experience Requirements	<ul style="list-style-type: none"> <li>• Level: Intermediate III</li> <li>• Years Experience: 7-9</li> <li>• Minimum Education: High School Diploma</li> <li>• Years Experience with Bachelor’s Degree: 4-6</li> </ul>

**Web Developer IV**

Job Description	<ul style="list-style-type: none"> <li>• Provides high intermediate level support in the design and build of web sites using a variety of graphics software applications, techniques and tools</li> <li>• Lead design groups efforts to enhance the look and feel of the GSFC’s on-line</li> <li>• Identifies business requirements affecting the enterprise architecture and provide solutions that integrate into the overall architectural vision and strategy</li> </ul>
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Responsibilities	<ul style="list-style-type: none"><li>• Collaborate with stakeholders in the development of standards and architectural designs,</li><li>• Develop user interface features, site animation and special effects elements</li><li>• Design websites to support GSFC’s strategies and goals relative to external communications</li></ul>
Education/ Experience Requirements	<ul style="list-style-type: none"><li>• Level: High Intermediate IV</li><li>• Years Experience: 10+</li><li>• Minimum Education: High School Diploma</li><li>• Years Experience with Bachelor’s Degree: 7-9</li></ul>