Labor Category	Description	Education Level	Degree In	Number of years experience	Substitutions	
Configuration Manager	A Configuration manager must have experience in management configuration programs to ensure that all proposed and actual changes to program technology and documentation are properly	Bachelor's Degree	Computer Science, Engineering, Engineering Management, Math, or equivalent	5 years	8 years of additional relevant experience may be substituted for education	
Customer Service Technician	A Customer Service Technician is able to respond to end user request for assistance using existing manuals and scripted responses. Must be able to effectively interact with customers and be able to refer	High School or GED				
Cyber Security Engineer	A Cyber Security Engineer has IT experience with Cyber Security Policy and threat mitigation. Must be well versed in Cyber Security Tools, network topologies, intrusion detection, PKI, and secured	Bachelor's Degree	computer science, electronics engineering or other engineering or technical discipline is required.	10 years	8 years of additional relevant experience may be substituted for education	
Database Architect	A Database Architect is able to clearly identify goals for data management. Can effectively translate user needs to database design. Has experience in creating database management processes	Bachelor's Degree	computer science, electronics engineering or other engineering or technical discipline is required.	2 years	8 years of additional relevant experience may be substituted for education	
Developer, Senior	A Senior Developer must be able to create logical and functional software code in a variety of languages. Must have experience in understanding and articulating the benefits and risks associated	Bachelor's Degree	computer science, electronics engineering or other engineering or technical discipline is required.	8 years	8 years of additional relevant experience may be substituted for education	
Hardware Installation Technician	An Hardware Installation Technician has experience in following the guidance and instruction by installation engineers and deployment managers in the commissioning of IT hardware.	AA or 2 year technical school			4 years of additional relevant experience may be substituted for education	
HVAC Specialist	HVAC Specialist must have prior experience in installing, operating, and maintaining Heating, Ventilation and Air Conditioning (HVAC) systems in an IT Environment.	High school or GED		3 years		
Installation Engineer	An Installation Engineer has experience in executing the deployment of simple and complex IT systems, networks hardware and software and ensuring that that systems are functioning properly	Bachelor's Degree	computer science, electronics engineering or other engineering or technical discipline is required.	5 years	8 years of additional relevant experience may be substituted for education	
Integration Engineer	An Integration Engineer must have experience in the coordination and integration of multiple IT systems/subsystems into an operational unit, ensuring full functional and performance	Bachelor's Degree	Computer Science, Engineering, Math, or equivalent		8 years of additional relevant experience may be substituted for education	
Network Engineer	The Network Engineer plans, supports and evaluates complex existing network systems and make recommendations for resources required to maintain and/or expand service levels. This resource will	Bachelor's Degree	computer science, electronics engineering or other engineering or technical discipline is required.	5 years	8 years of additional relevant experience may be substituted for education	
Software Engineer	A Software Engineer has experience in developing computer software code. Should have experience in a variety of software programming languages. Should have experience in a variety of	Bachelor's Degree	computer science, electronics engineering or other engineering or technical discipline is required.		8 years of additional relevant experience may be substituted for education	no
Senior Telecommunications Engineer	Oversees integration of network management processes on an enterprise basis. Responsible for the installation, configuration, operation, and maintenance of the full spectrum of network	Bachelor's Degree	computer science, electronics engineering or other engineering or technical discipline is required.	8 years	8 years of additional relevant experience may be substituted for education	

Labor Category	Description	Education Level	Degree In	Number of years experience	Substitutions	
Software/System Architect	The Software/System Architect must be able to work with program and project leaders to define and create the architectural depictions and documents, ensuring logical flow, and address all issues. Has	Bachelor's Degree	computer science, electronics engineering or other engineering or technical discipline is required.	5 years	8 years of additional relevant experience may be substituted for education	
System Administrator	A System Administrator must have experience in conducting routine system administration tasks and logging data in system admin logs. Systems administrators are responsible for maintaining system	Bachelor's Degree	computer science, electronics engineering or other engineering or technical discipline is required.		8 years of additional relevant experience may be substituted for education	
Systems Engineer	A Systems Engineer provides technical support in system architecture, system design, system integration and technical management. Assists in providing technical input to the systems	Bachelor's Degree	computer science, electronics engineering or other engineering or technical discipline is required.	5 years	8 years of additional relevant experience may be substituted for education	
System Maintenance Engineer	A System Maintenance Engineer is able to effectively conduct complex maintenance tasks for IT systems and products in a variety of different and complex environments and can train and	Bachelor's Degree	computer science, electronics engineering or other engineering or technical discipline is required.		8 years of additional relevant experience may be substituted for education	
Telecommunications Technician	Experience with telephony techniques to include design, switching, call routing, voice mail programming, maintenance, and testing procedures. Experience with fiber optic termination,	High School or GED		4 years		
Telephone Engineer	Working knowledge of current telephony applications. Supervisory experience required. Specific experience private and public exchanges, main and intermediate distribution systems, and general	Bachelor's Degree	computer science, electronics engineering or other engineering or technical discipline is required.	4 years	8 years of additional relevant experience may be substituted for education	
Trainer	A Trainer must have experience in conducting training programs, presenting training materials, and interacting directly with students. Must have experience in conducting training on IT software,	AA or 2 year technical school	General degree	3 years	4 years of additional relevant experience may be substituted for education	
Training Developer	A training Developer has experience in developing, writing and creating training materials, training plans, and training programs for an IT organization, program or project. Must have experience in developing training materials for various presentation media, such as written, visual and web based classes.	Bachelor's Degree	General degree	5 years	8 years of additional relevant experience may be substituted for education	