C.1   Introduction and Background

The initial Treasury Information Processing Support Services (TIPSS) IDIQ contract was competitively awarded to two small businesses in 1994 and 12 large businesses in 1995. The TIPSS contract was an outgrowth of the reinventing Government effort and emphasized working smarter and providing elevated levels of customer service. The TIPSS contract was awarded with a wide range of choices in terms of technical skills to provide for the full range of project level support. The TIPSS contract was separated into the following functional task areas:

1. Information Systems Services

2. Information Engineering Services Specialized

3. Telecommunications and Security Services Specialized

4. Technical Financial Services Specialized

5. Federal Information Processing Acquisition Services Specialized

6. Socio-Technical Services Specialized

7. Imaging Services Specialized

The TIPSS-2 contract was competitively awarded to 18 vendors in May 2000 (five small businesses and 13 large businesses). These IDIQ CPFF contracts provided a continuation of the broad range of IT related services under the TIPSS contract. The contract featured CPFF-Term and Completion Task Orders and Fixed-Price Task Orders. The TIPSS-2 contract was separated into the following functional task areas:

1. Information Systems

2. Telecommunications Services

3. Organizational/Management

4. Operational Support

The TIPSS-3 contract was competitively awarded to 21 vendors in October of 2005 (6 small businesses and 15 large businesses). The TIPSS-3 contract was awarded as a Multiple Award Contract (MAC), including the support of the Department of Homeland Security and the Department of Justice. Task Order types included Cost-Plus-Fixed-Fee (CPFF), Time & Materials (T&M), and Fixed Price (FP). The contract was subsequently modified to emphasize increased usage performance-based task orders.

1. Information System Services (ISS)

2. System Security Services (SSS)

3. Strategic Business Services (SBS)

Market research revealed that TIPSS-4 is essential to IRS Information Technology requirements. While information technology continues to rapidly evolve, TIPSS-4 will increase the use of: (1) Performance-Based Acquisitions, (2) Firm–Fixed-Price Orders, and (3) Small Business concerns participation to ensure compliance with Federal Acquisition Regulations and implement Government-wide, Treasury and IRS policy mandates. Services that are required under the TIPSS-4 ITS contract is categorized into one principal task area.

C.2   Contract Objective

The Total Information Processing Support Services 4 (TIPSS-4) Small Business contract allows a continuation of the broad range of IT-related services as was with the TIPSS-3 contract. In addition, TIPSS-4 SB will accommodate, to a greater degree, the use of Performance Based Contracting methods. The result of TIPSS-4 SB IDIQ contract awards allow for a broad range of contract types. These contract types will incorporate the various forms of Fixed Price, Cost Reimbursement, and Incentive Based task orders.

The TIPSS-4 SB contracts provide a wide spectrum of IT related services for the IRS, Department of the Treasury and its Bureaus. The continuing emergence and rapid adoption of new technologies by the Government means that the contracting acquisition process may change and adapt as well.

C.3   Scope of Contract

The TIPSS-4 SB contract is a multiple award contract. It provides sources of information processing support services for the IRS, Department of the Treasury and its Bureaus. The IRS will be the primary user of the contracts to provide the full range of information processing support services for program and project level support.

The support required encompasses a large spectrum of services from local microcomputer applications to large-scale integrated legacy systems, and newly developed systems. Cybersecurity related services may be required across virtually all software languages and hardware platforms. The scope of TIPSS-4 SB does not include the purchase or lease of commercial off-the-shelf (COTS) hardware or software for the Government. However, such requirements that are integral and/or incidental to the support functions being performed may be identified in task orders and provided by the contractor. When applicable, care must be taken to coordinate with functional experts that are responsible for assuring appropriate systems integration, compatibility, and legal rights.

TIPSS-4 SB consists of two (2) principal task areas:

- Management/Business Operations Support Services (MBOSS)
- Cybersecurity (CS)

C.4   Contract Environment

C.4.1   General Requirements

The contractor shall provide all management and supervision, administrative support, staffing, planning, scheduling, procuring, assembling, and tracking. The contractor shall provide economical and efficient performance and reporting for all items or services required by the contract and/or task order.

C.4.2   Current Hardware/Software Environment

A listing of the hardware and software that the IRS presently uses is described in Sections J.2, List of Primary Software Systems, as well as other systems acquired during the life of the contract.

Note: The acquisition of COTS hardware and software is outside the scope of this contract, except for when the Government determines the requirements are integral and/or incidental to the support functions being performed (see Sections C.3, Scope of the Contract, and F.10, TIPSS-4 SB Quarterly Government-Owned/Contractor-Held Property Report).

The provision of software or hardware must commence no sooner than the task start date and terminate with the task end date. (See Section I.2, FAR 52.227-14 for direction on the Government's rights concerning software and other deliverables developed under this contract). The Government reserves the right to take title to specialized or fully amortized equipment and software purchased as incidental to primary services under the contract.

C.4.3   Standards

All work completed under this contract must comply with the latest versions of all applicable standards. Individual task orders must reference applicable versions of standards or exceptions as necessary. These may include, but are not limited to, Internal Revenue Manual(s), IRS documents, Acquisition Bulletins (AB), American National Standards Institute (ANSI), National Institute of Standards and Technology (NIST), including Capability Maturity Model Integration (CMMI©), Enterprise Life Cycle (ELC), and Federal Information Processing Standards (FIPS) publications.

The contractor shall be required to perform all work according to the architectures, standards, guidelines, and procedures as stated in individual task orders for each agency.

See Section H.6 in reference to Enterprise Life Cycle (ELC) Objectives. Applicable standards or exceptions will be specified in individual task orders. The support in both principal task areas shall cover the spectrum from local microcomputer applications to large-scale integrated legacy systems and may involve a variety of software languages and hardware platforms. See Sections J.2, List of Primary Software Systems, and J.3, List of Current IRS Platforms, for representative examples of those systems.

C.5 Local Support

The contractor shall maintain a local office to provide contract level management and administrative facilities in support of the TIPSS-4 SB contract. This local office shall be physically located within a 50 mile radius of Washington, D.C. Individual task orders will specify whether space will or will not be provided at a Government site for the performance of work for that specific task order. If the contractor's personnel are required to work at a Government site, no per diem, local mileage, parking fees, etc., will be allowed, except as would be appropriate to Government employees working off-site and consistent with corporate policy. It will be determined at the task order level as to whether the contractor performance will be considered Government on-site or Government off-site.

C.6 Principal Task Areas

The nature of the work in the two principal task areas is to provide contract support services for the IRS, Department of the Treasury, and its Bureaus. Information Technology (IT) needs. Public and Congressional interest in the use of automation has grown as the information processed has increased in personal content and sensitivity. The Government has a commitment to the preservation of confidentiality and the maintenance of a high-level of security for all systems and communications, whether automated or manual.

In conjunction with both principal task areas, support may be in the training of employees in various aspects of the related disciplines. The work may consist of developing courses and instructional material to educate technical and non-technical personnel. In both of the principal task areas, there is a requirement for a quality assurance function. This function may assure the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures.

C.6.1 Management/Business Operations Support Services (MBOSS) Principal Task Area

The IRS and many of the Department of the Treasury offices and Treasury Bureaus are in a state of change, from a paper-based organization to one using cutting-edge technologies. The implementation of large-scale systems across functional areas will require high-level project management skills and tools for managing, tracking, reporting, and transitioning large-scale systems, and for maintaining configuration management

controls. Another of these areas is support service for the special computer and human interfaces often required to provide equal access to information resources for employees who have physical or sensorial disabilities. The scope of work for the MBOSS principal task area shall include all aspects of strategic business services. The work shall include, but is not limited to, the following:

- Program/Project Management
- Communications and Change Management
- Performance Work Statement (PWS) & Statement of Objective (SOO) writing
- Earned Value Management Support
- Case Studies
- Business Process Re-engineering
- Customer Relationship Management
- Data Management
- Technology Evaluation
- Knowledge Management Support
- Service Oriented Architecture Support
- Enterprise Life Cycle (ELC) Management
- Training (Knowledge Transfer)

C.6.2   Cybersecurity (CS) Principal Task Area

The Cybersecurity principal task area includes all aspects of systems security as it relates to Government practices, policies, and procedures, such as risk analyses and the development of recommendations and implementations, plans for new procedures and changes to existing systems. Task area may include the following: design; development; deployment; security related project management skills and tools for managing; tracking; reporting; transitioning large-scale security system; and for maintaining configuration management controls; identification and recommendation of new security-related technology product versions and enhancements to products and services. Task area may also include Developing and implementation, transition and verifications, testing plans for installing these products within the existing client organization technology infrastructure. This task area may also include conducting formal Certification and Accreditation (C&A) efforts such as C&A Documentation Preparation and C&A Testing for both legacy and new systems in accordance with all standard security requirements e.g., Defense Information Technology Security Certification & Accreditation Process (DITSCAP), National Information Assurance Certification and Accreditation (NIACAP), National Industrial Security Program Operating Manual (NISPOM), and Department of Justice (DOJ) Directives, etc. Task area may include mitigation strategies and mitigation activities for residual risks identified for specific organizations or systems, as well as the development of security policies and procedures, and assistance with implementation of these policies. The work shall include, but is not limited to, the following:

- Computer Security Awareness and Training
- Computer Security Incident Response
- Computer Security Planning

- Crypto Systems
- Digital Signatures
- Disaster Recovery, Continuity of Operations, and Contingency Planning
- Hot-site and Cold-site Support Services including Hardware and Software
- Independent Verification and Validation
- Mainframe Automated Information Security Support
- Public Key Infrastructure (PKI)
- Quantitative Risk Analysis of Large Sensitive Systems
- Security Certification and Accreditation
- Security for Small Systems, Telecommunications, and Client Service
- Software/Hardware Maintenance and /or Licensing
- Systems Vulnerability Analysis/Assessment and Risk Assessment
- Analysis and Design
- Applications Development
- Systems Engineering
- Information Technology Infrastructure Library (ITIL)
- Software Development
- System Integration
- Test and Evaluation
- Training (Knowledge Transfer)
- Operations and Maintenance

C.7   Corporate Level Management

The personnel identified as corporate/contract level personnel shall have the authority to negotiate and make binding decisions for the company. The corporate level (contract level) management functions shall include, but not be limited to, having a broad and progressive knowledge of the following IT industry functions; business administration; contractual functions; human resources; and software development project management. These personnel shall also incorporate the coordination with any other contractors that may be under the direction of the Government Program/Project Manager. Contract level résumés have been reviewed and approved by the contract level Contracting Officer.

The contractor shall institute and maintain a management structure to respond to and negotiate a task order level PWS, SOW and/or SOO. The contractor shall also maintain access to resources that can be called upon to fulfill task order requirements under this contract.

C.8   Task Order Level Labor Categories

In order to support the principal task areas in this contract, the following labor categories have been identified. Labor categories are not limited to any one functional area and represent the minimum requirements.

• The task order Project Manager is always considered a key person. Any additional task order-level key personnel will be identified in the task order (see section G.9, Key Personnel). The task order Project Manager is required to obtain and store résumés for **all** personnel who work or have previously worked on the task order. These résumés shall be available in electronic format to the Government within 24 hours of request by the Contracting Officer.

Additionally, all résumés for a specific task order shall be kept by the contractor until task order close-out. Résumés shall be limited to no more than two pages per individual.

The final determination for contractor personnel selections will be made by the task order level Contracting Officer, based on the required experience qualifications demonstrated in their résumé. No contractor personnel should be hired until the Government has provided its approval to the prime contractor.

C.9 Task Order Labor Category Descriptions

C.9.1.1 Project Manager

The project manager is a senior manager responsible for coordinating the management of all work performed. The project manager shall act as the central point of contact. The project manager is ultimately responsible for coordinating the effort of subcontractors, team members, and vendors. The project manager shall be capable of negotiating and making binding decisions for the company.

C.9.1.2 Information Technology Subject Matter Expert

Provides extremely high level subject matter expertise for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems which require doctorate level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, training and presentation phases. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order requirements. Provides advice on esoteric problems which require extensive knowledge of the subject matter. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required by the task order.

C.9.1.3 Business Subject Matter Expert

Confers with client management to understand the client's strategic information technology business goals and information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates superior oral and written communication skills.

C.9.1.4 Senior IT Specialist

Provides high level functional and IT analysis, design, development, integration, documentation, and implementation assistance on problems which require a thorough knowledge of the related technical subject matter for effective system deployment. Participates in all phases of systems development. Applies principles and methods of the functional area to difficult problems in technical areas to arrive at automated solutions. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task order. Performs as a Project Manager as required.

C.9.1.5 IT Specialist

This is a mid-level position. Provides functional and IT analysis, design, development, integration, documentation, and implementation assistance on problems which require a thorough knowledge of the related technical subject matter for effective system deployment. Participates in all phases of systems development. Applies principles and methods of the functional area to difficult problems in technical areas to arrive at automated solutions. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task order. Performs as a member of a team or as a team lead as required.

C.9.1.6 Junior IT Specialist

This is an entry level position. Assists in functional and IT analysis, design, development, integration, documentation, and implementation assistance on problems which require a thorough knowledge of the related technical subject matter for effective system deployment. Participates in all phases of systems development. Assists in applying principles and methods of the functional area to difficult problems in technical areas to arrive at automated solutions. Designs and prepares technical reports and

related documentation, and makes charts and graphs to record results. Must be able to perform with limited supervision. Prepares and delivers presentations and briefings as required by the task order. Performs as a member of a team.

C.9.1.7   Senior IT Technician

Provides the day-to-day technical support services necessary to the operation, maintenance, modification and enhancements of systems. Provides support in the less technical disciplines of IT, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Performs as a member of a team or a team lead as required.

C.9.1.8   IT Technician

This is a mid-level position. Provides the day-to-day technical support services necessary to the operation, maintenance, modification and enhancements. Provides assistance and support in the less technical disciplines of IT, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Performs as a member of a team or a team lead as required.

C.9.1.9   Junior IT Technician

This is an entry level position. Assists in the day-to-day technical support services necessary to the operation, maintenance, modification and enhancements. Provides support in the less technical disciplines of IT, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works as a member of a team.

C.9.1.10   Senior Database Analyst/Programmer

Formulates and defines system scope and objectives for assigned projects. Prepares detailed specifications for programs. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge and responsibility of all phases of applications systems analysis, programming, and maintenance of computerized databases. Understands the business or function for which application is designed. Duties also include instructing, directing and checking the work of other systems analysts and programming personnel. Works with management to develop database strategies to support organization requirements. Consults with and advises users on access to various databases. Directs the maintenance and use of the corporate. Responsible for quality assurance

review. Responsible for directing and monitoring the work of team members.

C.9.1.11 Database Analyst/Programmer

Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs and documents programs. Works at the highest technical level of all phases of applications, systems analysis, programming and maintenance of computerized databases including the installation of enhancements, security features, and analytical tools. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Provides guidance and training to less experienced analysts/programmers.

C.9.1.12 Software Developer/Programmer

Formulates and defines system scope and objectives for assigned projects. Prepares detailed specifications for programs. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. Duties also include instructing, directing and checking the work of other systems analysts and programming personnel.

C.9.1.13 Systems Software Engineer

Formulates and defines specifications for operating system applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, modeling, simulation, coding, testing, debugging and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large computer accounting and advanced mathematical/scientific software packages. Instructs, directs, and checks the work of other task personnel. Responsible for quality assurance review and the evaluation of existing and new software products.

C.9.1.14 Systems Architect

Establishes system information requirements using the analysis from information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures that the common operating environment is ELC

compliant, evaluates analytically and systematically problems of workflows, organization, and plans and develops appropriate corrective action. Performs as a senior level supervisor who provides daily supervision and direction to staff.

C.9.1.15   Web Designer

Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and Javascript) for components of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Requires strong navigation and site design instincts.

C.9.1.16   Data Security Specialist

Performs all procedures necessary to ensure the safety of information system assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management. Frequently reports to a Data Security Administration Manager.
Provides support planning, coordinating, and implementing the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of firewall and other related security issues on LANs/WANs/MANs. Operates current security tools available, contributes the knowledge of business security practices and procedures, different communication protocols, encryption techniques/tools, and Current Internet/EC technology. Executes hardware/software firewalls tools.

C.9.1.17   Senior Security Specialist

Oversees the efforts of security staff to design, develop, engineer and implement solutions to security requirements. Responsible for the implementation and development of the IRS IT security. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs. Performs risk analyses which also includes risk assessment. Provide support to plan, coordinate, and implement the organization's information security.

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. A working knowledge of several of the following areas is required; understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. Provides daily supervision and direction to staff. Provides an interface and information to the IRS FISMA team for creation and resolution of Plan of Action and Milestones (POA&M) related to FISMA reporting requirements and the correction of FISMA issues.

An individual Very knowledgeable and experienced in all aspects of security. Demonstrates superior good oral and written communication skills.

Provides highly technical and specialized guidance, and solutions to complex security problems. Performs elaborate analyses and studies. Prepares reports and gives presentations to upper management. Performs duties independently or as a member or a team. May serve as a contractor task order Project Manager.

C.9.1.18 Security Specialist

This is a mid-level position. Provides support with planning, coordinating, and implementing the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Experience in several of the following areas is required; understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. Ability to serve as Information System Security Officer. Provides technical input to the Senior Security Specialist related to FISMA issues and, when required, provides technical input to the IRS FISMA reporting team.

Knowledgeable and experienced in all aspects of security. Demonstrates very good oral and written communication skills. Provides highly technical and specialized guidance, and solutions to complex security problems. Performs analyses and studies. Prepares reports and gives presentations to management. Performs duties independently or as a member of a team.

C.9.1.19 Junior Security Specialist

This is an entry level position. Assists in providing support to plan, coordinate, and implement the organization's information security. Assists in providing support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Experience in several of the following areas is required; understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. May serve as an Information System Security Officer. Provides technical input related to FISMA issues to more senior Security Specialist and, when required, provides technical input to the IRS FISMA reporting team. Demonstrates good oral and written communication skills.

C.9.1.20 Disaster Recovery Specialist

Responsible for security and integrity of assigned electronic data, data systems, and data networks and provides support in the development of a Government agencies emergency management and business recovery plans. Contributes knowledge of business processes, management structures, technology programs/platforms and performs functions pertaining to the agencies business risk assessment. Reviews and develops business recovery strategies. Drafts procedures for identifying failures and invoking contingency plans, creates response procedures, and identifies communications channels. Communicates with various response teams during testing, actual execution of recovery procedures and supports the design, development, installation, implementation, and administration of backup solutions.

C.9.1.21 Privacy Analyst

Has experience in developing privacy specific EA, ELC content and developing and understanding the certification & accreditation process. Expert knowledge in privacy regulations, directives, and statues. Expert knowledge of information technology and software development impact on the privacy of the information assets. Must hold current certification in CIPP/G. Currently has at least one or more of the following certifications: Certified Information System Security Professional (CISSP); Certified Information Security Auditor (CISA); Certified Information Security Manager (CISM); or Certified Business Continuity Professional (CBCP).

C.9.1.22 Systems Analyst

Analyses and develops computer software processing a wide range of capabilities, including numerous engineering, business and records management functions. Analyses the information requirements, evaluates analytically and systematically problems of workflow, organization, and planning. Develops plans for automated information systems from project inception to conclusion. Analyses user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, and analyze proposed system modifications, upgrades and new COTS.

C.9.1.23 Senior IT Administrative Specialist

Prepares and/or maintaining systems, programming, and operations documentation, procedures, and methods including user manuals. Maintains a current internal documentation library. Provides or coordinates special documentation services as required. Competent to work at the highest level of all phases of documentation. May act as project leader for large jobs. Very knowledgeable in computer-based documentation and presentation techniques, technical writing, technical proofreading and technical editing. Demonstrates superior grammar oral and written communication skills. May serve as a Team Lead.

C.9.1.24 IT Administrative Specialist

This is a mid-level position. Prepares and/or maintains systems, programming, and operations documentation, procedures, and methods including user manuals. Maintains a current internal documentation library. Coordinates special documentation services as required. Very knowledgeable in computer-based documentation and presentation techniques, technical writing, technical proofreading and technical editing. Demonstrates excellent command and articulation of the English language. Demonstrates very good oral and written communication skills. Provides integrated with computer systems and applications for total systems solutions. Provides technical guidance to computer systems analysts superior grammar skills.

C.9.1.25 Junior IT Administrative Specialist

This is an entry level position. Prepares and/or maintains systems, and operations documentation, procedures, and methods including user manuals. Maintains a current internal documentation library. Coordinates special documentation services as required. Very knowledgeable in computer-based documentation and presentation techniques, technical

writing, technical proofreading and technical editing. Demonstrates good oral and written communication skills.

C.9.1.26   Senior IT Training Specialist

Conducts research necessary to develop and revise comprehensive courses and prepares appropriate training catalogs and materials. Maintain currency in the area of expertise and will be expected to function as an expert in the specialty field. Provides support including but not limited to train the trainer, conducts formal classroom training courses, course facilitation, on-line facilitation, Computer Based Training (CBT's), web-based instruction, workshops, exercises, and seminars. Provides daily supervision and direction to staff. Develops courses and instructional material to educate technical and non-technical personnel in IT. Develops curricula and modular training courses. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials

C.9.1.27   IT Training Specialist

This is a mid-level position. Trains personnel by utilizing various forums, such as formal classroom training courses, course facilitation, on-line facilitation, Computer Based Training (CBT), web-based instruction, workshops, exercises, and seminars. Prepares all training material, such as but not limited to course outlines, course manuals, background materials, workbooks, handouts, completion certificates, course assessment forms, and training aids. Maintain currency in the area of expertise and will be expected to function as an expert in the specialty field. Develops courses and instructional material to educate technical and non-technical personnel in IT. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials. Experience in developing courses and teaching in all phases of IT. May be required to teach courses. Performs duties independently or as part of a team. Very good at imparting technical information to technical and non-technical personnel and is very knowledgeable in IT. Has experience in developing courses and teaching in all phases of IT. Demonstrates very good oral and written communication skills.

C.9.1.28   Junior IT Training Specialist

This is an entry level position. Assists in training personnel by utilizing various forums, such as formal classroom training courses, course facilitation, on-line facilitation, CBTs, web-based instruction, workshops, exercises, and seminars. Assists in preparing all training material, such as but not limited to course outlines, course manuals, background materials,

workbooks, handouts, completion certificates, course assessment forms, and training aids. Experience in developing courses and teaching all phases of IT. An individual who is good at imparting technical information to technical and non-technical personnel and is knowledgeable in IT. Has experience in developing courses and teaching in phases of IT. Demonstrates good oral and written communication skills.

C.9.1.29 Applications Programmer

Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Designs, codes, tests, debugs and documents those programs. Competent to work at the highest technical level of all phases of applications programming activities.

Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts and translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

C.9.1.30 Applications Systems Analyst

Formulates/defines system scope and objectives based on user needs. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Competent to work at the highest level of all phases of applications systems analysis activities. May use CASE tools. Provides analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handles test scripts and service requirements; works closely with end users on project development and implementation. Specifies the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepares cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible.

C.9.1.31 Senior Business Process Re-engineering Specialist

Applies process improvement and re-engineering methodologies and principals to conduct process modernization projects. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Additional duties may include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

C.9.1.32   Business Process Re-engineering Specialist

This is a mid-level position. Applies process improvement and re-engineering methodologies and principals to conduct process modernization projects. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Additional duties may include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure
enterprise-wide integration of reengineering efforts.

C.9.1.33   Junior Business Process Re-engineering Specialist

This is an entry level position. Assists in applying process improvement and re-engineering methodologies and principals to conduct process modernization projects. Assists in effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Additional duties may include assisting in activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Assists in the coordination between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

C.9.1.34   Data Architect

Works in a data warehouse environment, which includes data design, database architecture, and metadata and repository creation. Translates

business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. In addition, responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates the reusability of current data for additional analyses, and conducts data cleaning to rid the system of old, unused or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

C.9.1.35   Information Engineer

Establishes and satisfies complex system-wide information security and non security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. Coordinates with senior representatives within the customer organizations to establish and define programs, resources and risks. Applies expertise to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence, access control, biometrics, intrusion detection, and command and control-related networks and smart card technologies. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

C.9.1.36   Network Engineer

Tests and analyzes all elements of the network facilities including power, software, security features, communications devices, lines, modems and terminals and for the overall integration of the enterprise network. Responsible for the planning, modeling, simulation, design, installation, maintenance, management and coordination of the network. Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools, identifies and diagnoses complex problems and factors affecting network performance. Maintains technical currency and studies vendor products to determine those which best meet client needs. Provides guidance and direction for less experienced network support technicians.

C.9.1.37   Senior Security Engineer

Advises Cybersecurity management on integrating IT programs with the IRS Security Program and other business programs of equivalent complexity within the IRS. Maintains a mastery of IT theories, principles, concepts, standards, security requirements, security architecture and practices sufficient to develop new theories, concepts, principles, standards, security requirements, security architecture and methods in IT security; to advise other IT experts throughout Cybersecurity or in other MITS areas on a variety of situations and issues that involve applying or adapting new theories, concepts, principles, standards, methods, or practices. Serves as senior expert and consultant to top Cybersecurity management officials to offer advice on integrating IT programs with other programs of equivalent scope and complexity. Has a mastery of IT policy, security requirements, security architecture and planning concepts, methods, and practices; and/or IT security theories and concepts, practices and emerging issues; and/or software engineering theories, concepts, and practices; and/or state of the art Internet technologies, methods, standards, and issues (security, privacy, accessibility) and project management methods and concepts sufficient to represent IRS on interagency work groups established to develop government wide IT policy initiatives. Individual should hold one of the following certifications, Certified Information System Security Professional (CISSP); Certified Information Security Auditor (CISA); Certified Information Security Manager (CISM) or equivalent Information Assurance Certification. Individual should hold a Bachelors Degree in Information Assurance or a related major.

C.9.1.38   Security Engineer

Ensuring the integration of IT programs and services; developing solutions to Integration and interoperability issues; designing, developing, and managing IT security systems that meet current and future business requirements, and apply or extend, enhance, or optimize the existing architecture; managing assigned projects; communicating complex technical requirements to non-technical personnel; and preparing and presenting briefings to senior Cybersecurity officials on complex/controversial issues.

Leading IT security systems development projects from design to support; evaluating the effectiveness of installed systems and services; and providing advice on and devising solutions to a wide range of IT issues. Leading the implementation of security programs designed to anticipate, assess, and minimize system vulnerabilities, coordinating the implementation of security programs across platforms (Tier I, II and III) and establishing vulnerability reporting criteria.

Reviewing proposed new systems, networks, and software designs for potential security risks, recommending mitigation or countermeasures, and resolving integration issues related to the implementation of new systems within the existing infrastructure. Providing authoritative advice to other specialists in disaster recovery, business continuity, and operating systems security, and developing and implementing IRS-wide guidelines.

Implementing security requirements resulting from new Public Law, Presidential directive, or other external mandate; integrating security programs across IRS business units and organizations; and defining the scope and level of detail for security plans and policies applicable to the IRS security program. Individual should hold one of the following certifications, Certified Information System Security Professional (CISSP); Certified Information Security Auditor (CISA); Certified Information Security Manager (CISM) or equivalent Information Assurance Certification. Individual should hold a Bachelors Degree in Information Assurance or a related major.

C.9.1.39   Junior Security Engineer

This is an entry level position. Maintains knowledge of, and skill in applying, the following: information systems security principles, concepts, methods, and practices; test and assessment methods; the mission and programs of IRS customer organizations; IRS's information technology infrastructure, network operations, and protocols; life cycle management principles; performance management/measurement methods, tools, and techniques; systems testing and evaluation principles, methods, and tools; requirements analysis principles and methods;
commercial off-the-shelf software (COTS) products and components; Internet technologies to analyze the potential of systems, networks, and data; new and emerging information technologies and/or industry trends; project management principles and methods; acquisition management policies and procedures; cost-benefit analysis principles and methods; analytical methods and practices; and oral and written communications techniques. In addition the employee must have knowledge of, and skill in applying, methods for evaluating,
implementing, and disseminating IT security tools and procedures, IT security certification and accreditation requirements, and computer forensics principles Evaluating, recommending the acquisition of, implementing, and disseminating IT security tools, procedures, and practices to protect information assets. Planning and coordinating the delivery of an IT security awareness-training program for end users at all levels in the organization. Identifying and specifying information systems security requirements associated with migrations to Tier II environments and providing guidance in planning and implementing the migration activities.

Planning and conducting security accreditation reviews for installed systems or networks (Tier I, II or III); and recommending new or revised security measures and countermeasures based on the results of the accreditation reviews. Evaluating new security authentication technologies such as secure cares and biometrics, recommending the purchase of authentication software, and administering and monitoring implementation. Developing specifications to ensure compliance with security requirements at the systems or LAN level (Tier I, II or III). Individual should hold one of the following certifications, Certified Information System Security Professional (CISSP); Certified Information Security Auditor (CISA); Certified Information Security Manager (CISM) or equivalent Information Assurance Certification. Individual should hold a Bachelors Degree in Information Assurance or a related major.

C.9.1.40   EVM Specialist

Provides management techniques that relates resource planning to schedules and to technical, cost, and schedule requirements. All work is planned, budgeted, and scheduled in time-phased "planned value" increments constituting a cost and schedule measurement baseline. Reviews and reports effective internal cost and schedule management control systems to permit the Government to be able to rely on timely data produced for determining product-oriented contract status. Also provides subject matter expertise support in the creation and maintenance of detailed project plans and comparing work plans to statements of work. Conducts assessments and evaluations of project performance through the independent analysis and interpretation of objective and subjective evidence, and through direction discussion with project team members. Conducts extensive research on EVMS related topics in order to provide subject matter expertise to contracts with EVMS requirements.

(End of section)