CONTRACT SUPPLEMENT
RFP-37 Rev. 11/22/16

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Contract Specialist

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STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES
PROCUREMENT DIVISION
450 Columbus Boulevard, Hartford, CT 06103

CONTRACT AWARD NO.: **14PSX0338**
Contract Award Date: 25 August 2017
Proposal Due Date: 1 December 2016
SUPPLEMENT DATE: **2 April 2018**

CONTRACT AWARD SUPPLEMENT #1

IMPORTANT: THIS IS NOT A PURCHASE ORDER. DO NOT PRODUCE OR SHIP WITHOUT AN AGENCY PURCHASE ORDER.

DESCRIPTION: **Information Technology Vendor Managed Service Providers**

FOR: **Department of Administrative Services, All Using State Agencies, Political Subdivisions, and Not-for-Profit Organizations**		**TERM OF CONTRACT:** **September 1, 2017 through September 1, 2020**	
		AGENCY REQUISITION NUMBER:	
CHANGE TO IN STATE (NON-SB) CONTRACT VALUE	**CHANGE TO DAS-CERTIFIED SMALL BUSINESS CONTRACT VALUE**	**CHANGE TO OUT OF STATE CONTRACT VALUE**	**CHANGE TO TOTAL CONTRACT AWARD VALUE**
		Est. $100,000.00	Est. $100,000.00

NOTICE TO CONTRACTORS: This notice is not an order to ship. Purchase Orders against contracts will be furnished by the using agency or agencies on whose behalf the contract is made. INVOICE SHALL BE RENDERED DIRECT TO THE ORDERING AGENCY.
NOTE: Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.
NOTICE TO AGENCIES: A complete explanatory report shall be furnished promptly to the Procurement Manager concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.
CASH DISCOUNTS: Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.
PRICE BASIS: Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Contract Number: 14PSX0338AA
Company Name: uWork.com, Inc. dba Covendis
Company Address: 200 Walker Street SW, Unit B, Atlanta, Georgia 30313
Tel. No.: (303) 241-9616
Fax No.: (770) 903-9992
Contact Person: Melanie Paolucci
Company E-mail Address: Melanie.Paolucci@covendis.com
Company Web Site: www.covendis.com

See next page for changes

The following positions have been added to this contract for New England (CT, ME, MA, NH, RI, VT). See included Position Descriptions and updated Price Schedule.

1. Cyber Security Forensics Analyst
2. Kronos Solution & Implementation Program Manager
3. Network Security Engineer

PLEASE NOTE:

All terms and conditions not otherwise affected by this supplement remain unchanged and in full force and effect.

APPROVED_____

ELIZABETH BASSO
Contract Specialist
(Original Signature on Document in Procurement Files)

Cyber Security Forensics Analyst

Job Duties

- Proven ability to leverage commercial and open sources tools for identification of malware on systems through memory, disk and network analysis.
- Analyze and review cases until closure which includes investigating and recommending appropriate corrective actions for cyber security incidents and communicating with the implementation staff responsible or taking corrective actions
- Provide supporting evidence and tactical response resulting from technical analysis and direction of forensic investigations
- Maintain security for enterprise systems and identify issues that could compromise confidentiality, integrity or availability of data across the enterprise.
- Coordinate and perform vulnerability and penetration testing of web, mobile apps and networks, plan and document remediation activity.
- Anticipate security alerts, incidents and disasters and recommend, plan and implement controls to reduce likelihood.
- Recommend and install appropriate tools and countermeasures.
- Verify that application software/network/system security controls are implemented as stated, documents deviations, and recommends required actions to correct those deviations.
- Manage and administer updates to rules and signatures within security applications.
- Lead and participate in risk and vulnerability scanning, log file analysis and correlation and audits, reporting findings clearly in relation to implications for existing infrastructure and applications.
- Remain up to date with advances in cyber security technology.
- Work with Information Security Analysts to develop metrics to benchmark security tool performance to identify trends and recommend improvements where required.
- Carry out any supplementary tasks, as needed to support the broader Technical Operations function.

Experience Requirements

- Minimum 7 years' experience with MS Windows and Linux operating systems.
- Minimum 5 years' experience working with DNS, routing, authentication, VPN, proxy and DDOS mitigation technologies.
- Minimum 2 years' experience coordinating, reporting on and remediation network, web and mobile application pen tests.
- Experience in network monitoring, packet capture analysis and network troubleshooting.
- Exposure to incident response including forensics and event review.
- Demonstrated ability to serve as a "hands-on" lead for technical security aspects of information security programs.
- Hand on experience with common security tools such as IDS/IPS, Network and Host-based firewalls, DLP, EnCase, Metasploit and Nexpose.
- Knowledge of programming languages and command shell scripting.
- Must understand Information Security including security threats, vulnerabilities, attacks, responsible groups, motivations and techniques.
- Familiarity with chain of custody procedures
- Understanding of Federal Regulatory compliance including HIPAA, FTI, SSA, CMS, PCI, etc.

Kronos Solution & Implementation Program Manager

The Kronos Solution and Implementation Program Manager will provide management of projects that are strategic to the state's Workforce Scheduling Solution and have a very high degree of complexity and executive focus. Activities:

- Establish Project Governance Practices and Project Work Plan
- Perform Daily Management of Project
- Measure and Evaluate Progress against Work Plan, report status
- Assist in enterprise design and development of a repeatable deployment strategy
- Oversee the development of enterprise design standards to be adopted by all State Agencies
- Support production readiness for deployments including integration/regression testing and migration to production
- Action/Issue/Risk Management and Escalation
- Develop Communication Strategy for external stakeholder coordination protocol
- Oversee the development of a Training Strategy and co-ordination of end user training
- Work closely with customers to collect and document business, functional, technical requirements and constraints.
- Identify and document performance criteria.
- Identify, estimate, and document key resource requirements.
- Conduct business process review and fit/gap analysis, and present delta functionality.
- Manage the activities of the functional, technical and user agency personnel in the completion of work plan tasks.
- Lead project team to successfully deliver on time on cost project objectives.

Pre-Requisites:

- Experience in project management experience with regard to customization and implementation of Kronos technologies.
- Experience in all phases of project implementation lifecycle.
- Knowledge of software implementation methodology.
- Ability to negotiate consensus among diverse groups.
- Excellent time management skills with demonstrated experience in managing project teams.
- Detail orientation with strong organization skills.
- Experience with Microsoft Enterprise Project is preferred.
- Experience leading a Kronos module implementation is required.

Network Security Engineer

The Senior Network Security Engineer is an IT professional with responsibility for designing, implementing and supporting network security solutions for the organization. In collaboration with members of the Architecture and Engineering, Systems Administration, Database Administration, IT Development and Application Support teams, the Senior Network Security Engineer will implement practical solutions to secure the States network infrastructure and ensure regulatory compliance requirements are met.
This includes the on-going maintenance and management of hardware and software that secures the organization's network, analyzing and troubleshooting problems and monitoring for potential network security problems or incidents.

Duties & Responsibilities

- Installation, configuration, maintenance and support of border protection network devices (firewalls, VPN, etc.)
- Network Traffic monitoring; early detection and fast reaction to unexpected “suspicious" situations (i.e. unusual traffic volume, port attacks, rogue devices in the network, etc.).
- Network design and security
- Web and network security exploit identification
- Intrusion detection/prevention and network traffic analysis
- Security event analysis and monitoring
  Monitor compliance with information security procedures and policies using NIST 800 standards and 20 critical controls to ensure compliance with, but not limited to, HIPAA, FTI, CMS, SSA and PCI
- Liaising with colleagues on the development of new designs and standards
- Work with project teams to design and implement secure network connectivity solutions
- Provide an escalation path for operations and deployment staff to resolve problems
- Evaluate and certify new technologies or new versions of existing products
- Integrate new products into the infrastructure
- Act as escalation point to resolve security and regulatory compliance problems
- Write and maintain technical documentation including design docs, test plans, project plans, procedures, incident reports and troubleshooting guides
- Complete and in-depth knowledge of network management& security technologies and approaches. (DMZ design, IPSec, proxies, RADIUS, Network intrusion detection sensors)
- Thorough understanding and knowledge of network operating systems, network equipment and networking protocols
- Sound knowledge of security techniques, latest protocols and defenses against new viruses and other attacks
- Basic ability to program scripts and batch files is helpful
- Working knowledge of MS Office, MS Visio and MS Project
- Ability to translate security policies and procedures into technical architectures and/or configuration settings
- Strong organizational, problem-solving, written and communication skills
- Ability to quickly learn new technologies and concepts and apply that knowledge effectively
- Ability to work both independently and with a team to accomplish multiple tasks and projects
- Ability to create technical documentation and network diagrams as deliverables to customers in a timely manner
- Work with little supervision and is self-motivated
- Ability to multitask
- Experience with production troubleshooting
- Experience with integration of vendor products into a complex IT environment
- Vendor Management experience
- Project management skills

Application Developer

Full-time professional work experience in the development and support of Information Technology applications. Successful completion of an Information Technology Certification program, accredited college and/or graduate training may substitute for the required work experience.

Application Systems Analysis/Programming Manager

Full-time professional work experience in Information Technology. At least one (1) year of the experience must be in an Administrative; Managerial; or Supervisory capacity.
Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)
Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.
Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)
Two (2) years of work experience as an Application Systems Analysis/Programming-Supervisor may substitute for all of the required experience.

Application Systems Analysis/Programmer

Full-time professional work experience in Information Technology.
Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)
Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.
Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)
Two (2) years of work experience as an Application Systems Analysis/Programming-Specialist; Application Systems Analysis/Programming-Intermediate; Application Developer-Senior may substitute for all of the required experience.

Architect

Creates and implements a design for the storage and maintenance of data. Develops approaches for warehouse implementation, data acquisition and archive recovery. Deletes old data when necessary. May evaluate new data sources for adherence to quality standards and ease of integration. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor or manager. May require a bachelor's degree.

Business Analyst

Individuals in this position have demonstrated experience in the standard concepts, practices, and deliverables related to Business Analysis in support of software development projects. Understands how to gather and document requirements. Has a working knowledge of the software development lifecycle. Works under limited supervision with considerable latitude for the use of initiative and independent judgment. Some familiarity with the use of standard market Testing tools.

Business Subject Matter Expert

A subject-matter expert (SME) or domain expert is a person who is an authority in a particular area or topic. The term domain expert is frequently used in expert systems software development, and there the term

always refers to the domain other than the software domain. A domain expert is a person with special knowledge or skills in a particular area of endeavor.

Business Systems Consultant

Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience.
Substitutions: Accredited college training may substitution for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)
Accredited graduate training in Business Administration, Information Technology, or a related area may substitute for the required work experience with a maximum substitution of two (2) years. (Fifteen (15) semester hours in Information Technology or a related area is required in either the undergraduate or graduate training).
Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)
Two (2) years of work experience as a Project Manager-Associate ; Quality Assurance Senior Analyst ; Business Systems Consultant-Intermediate ; Quality Assurance Analyst may substitute for all of the required experience.

Business Systems Consultant Manager

Full-time professional Information Technology Project Development experience and/or Function/Business Process Analysis with at least one (1) year of experience in an Administrative; Managerial; or Supervisory capacity.
Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)
Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.
Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)
Two (2) years of work experience as a Project Manager-Senior ; Quality Assurance Manager ; Project Manager-Intermediate may substitute for all of the required experience.

Communications Analyst

Full-time professional work experience in telecommunications including the planning, design, and implementation of communication networks. Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required. Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Computer Operations Manager

Full-time professional work experience in Information Technology. At least one (1) year of experience must be in an Administrative; Managerial; or Supervisory capacity.
Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.
Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) .

Two (2) years of work experience as a Data/Voice Communications Manager; LAN Administrator Manager; Help Desk Manager; Systems Administrator Manager; Production Control Manager; Network Engineer-Senior; LAN Administrator-Senior ; Help Desk Service Specialist-Senior ; Systems Administrator-Senior may substitute for all of the required experience.

Computer Operator

Monitors and controls computers and peripheral data processing equipment. Enters commands using computer terminal and manages controls on computer and peripheral equipment. Monitors the system for failure or errors and responds by addressing issues or notifying a supervisor. Loads peripheral equipment such as tapes and printer paper for operating runs. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. May require an associate's degree.

Computer Scheduler

Full-time work experience as a Computer Operator.

Substitutions: Accredited College Training may substitute for the required work experience with a maximum substitution of two (2) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Data Administrator

Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience. Substitutions: Accredited college training may substitution for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.
Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)
Two (2) years of work experience as a Database Analyst-Senior ; Data Warehousing Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.

Data Architect

Full-time professional work experience in Information Technology. At least three (3) years of the required professional work experience must be in Data Warehousing Management. Substitutions: Accredited college training may substitute for the required work experience except for the Data Warehousing Management experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Database Analyst-Senior ; Data Administrator ; Data Warehousing Administrator ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.

Data Entry Operator

Operates a data entry device, such as a keyboard or optical scanner, to enter data into an electronic format. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. Requires a high school diploma or its equivalent and 0–2 years of relevant experience.

Data Processing Operator

Six (6) months full-time clerical, data entry, or related experience. Must score 45 correct words per minute on a standard typing test. Typing scores will be accepted from accredited high schools, colleges, vocational schools, and business schools if taken within the past three (3) years and submitted on a standard form or letterhead stationery of the school. Substitutions: Accredited college training may substitute for the required experience with a maximum substitution of six (6) months. Completion of a training program in data entry from an accredited vocational or business school may substitute for the required experience.

Data Warehouse Administrator

Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Database Analyst-Senior ; Data Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.

Data Warehouse Analyst

Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.
Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Database Analyst-Intermediate ; Data Warehousing Programmer; Database Analyst-Associate may substitute for all of the required experience.

Data/Voice Communications Manager

Full-time professional work experience in Network Communication, Network Design and/or Configuration Management. At least one (1) year of the above experience must be in an Administrative; Managerial; or Supervisory capacity. Substitutions: Accredited college training may substitution for the required work experience except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a LAN Administrator Manager (EAP6); Help Desk Manager; Systems Administrator Manager; LAN Administrator Supervisor; Network Engineer-Senior ; LAN Administrator-Senior; Help Desk Service Specialist-Senior (1BG1) and Systems Administrator-Senior may substitute for all of the required experience.

Database Administrator

Provides technical support for the development, implementation and maintenance of an internal database. Maintains policies and procedures for ensuring database's security and integrity. Implements data models,

database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Relies on knowledge and professional discretion to plan and achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 2–4 years of relevant experience.

Database Analyst

Maintains data storage and access by evaluating, designing and implementing company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications and constructions. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a manager. May require a bachelor's degree in a related area and 0–2 years of relevant experience.
Full-time professional work experience in Software Development, Maintenance, or Implementation. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Data Administrator ; Data Warehousing Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.

Database Manager/Administrator

Provides technical leadership for architecture, design, documentation and maintenance of an internal database and related systems. Oversees the evaluation, design and implementation of database enhancements and develops a long-term strategy for data storage. Establishes policies and procedures related to data security and integrity and monitors and limits database access as needed. Relies on extensive knowledge and professional discretion to achieve goals. Manages others. Significant ingenuity and flexibility is expected. Usually reports to top management. Requires a bachelor's degree with at least 7 years of relevant experience.

Disaster Recovery Administrator

Full-time professional work experience in Information Technology.
Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Information Security Analyst-Senior ; Disaster Recovery Analyst and Information Security Analyst may substitute for all of the required experience.

Disaster Recovery Analyst

Full-time professional work experience in Information Technology. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.
Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Information Security Analyst may substitute for all of the required experience.

Enterprise Architect

Individuals in this position have achieved a mastery level of experience that includes the capabilities of Software Engineers 1, 2 and 3 and who have the knowledge, skills, education and prior experience that involves the full and complete design of enterprise software solutions. Is able to clearly communicate and document designs both at a logical and physical level and work with other technical stakeholders as needed. Supports the activities of the Enterprise Architecture program. This position is for DAS/BEST use and is not for individual Client Agency use.

Graphic Artist

Individuals with demonstrated experience in graphic design in the areas of interactive or static wed content. Has fluency in current graphic design practices and web production software, such as, Adobe Photoshop, Adobe Illustrator, Adobe After Effects; Strong design style, including creative design solutions within the constraints of the Internet; Strong technical knowledge of how web-based technologies, and how they apply to web design such as HTML, Flash, CSS, and AJAX; solid understanding of and experience.

Help Desk Analyst

See Help Desk Technician

Help Desk Coordinator

Full-time professional work experience in Business and/or Information Technology. Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) One (1) year of work experience as a Systems Administrator-Associate and Help Desk Coordinator-Intermediate may substitute for all of the required experience.

Help Desk Manager

Oversees timely delivery of quality technical support to internal and external customers. Manages help desk personnel and develops policies and procedures governing how to troubleshoot IT issues, including identification, documentation, distribution and resolution. May assess new products or services and suggest enhancements to senior management. Relies on extensive knowledge and professional discretion to achieve goals. Manages others. Usually reports to a department head. Significant ingenuity and flexibility is expected. Requires a bachelor's degree and at least 7 years of relevant experience.

Help Desk Service Specialist

Full-time professional work experience in Business and/or Information Technology. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Network Engineer-Intermediate ; LAN Administrator-Intermediate ; Systems Administrator-Intermediate ; Network Engineer-Associate ; LAN Administrator-Associate may substitute for all of the required experience.

Help Desk Technician

Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities. Documents, tracks and monitors the problem to facilitate a timely resolution. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. May require an associate's degree in a related area.

Independent Verification &Validation

An Individual with the knowledge, skills, education and demonstrated experience in performing Independent Verification and Validation activities in the context of technology projects. An individual familiar with IV&V tasks and activities of Institute of Electrical and Electronics Engineers (IEEE) Standard 1012-2004 and/or other applicable, lifecycle-appropriate IEEE Standards (e.g., 12207 Software Life Cycle). The individual is familiar with the federal IV&V standards found at 45 CFR 307.15(b)(10).

Information Security Analyst

Experience in the field of Information Systems Security required. CISSP, CISM, CISA, or System Administration, Networking, and Security Institute ("SANS")/ Global Information Assurance Certification ("GIAC") certifications preferred. Cisco or Microsoft certifications preferred, with extra preference given to advanced Cisco or Microsoft certifications such as Cisco Certified Security Professional ("CCSP"), Cisco Certified Network Professional ("CCNP"), Cisco Certified Design Professional ("CCDP"), Cisco Certified Internetwork Expert ("CCIE"), or Microsoft Certified Systems Engineer ("MSCE").

- Analyst must have working knowledge of relevant FISMA/ NIST information security regulations and guidelines.
- Working knowledge of IT Security Best Practices regarding (a) networks and networking including protocol analysis, anomaly detection, and troubleshooting, and/ or (b) working knowledge of IT Security Best Practices regarding Windows and *nix Servers and workstations required.
- Significant working experience with vulnerability assessment tools including but not limited to the following technologies; databases, web based applications, Windows and *nix file servers and data networks.
- Working knowledge of HIPAA, IRS and Social Security Administration information security standards and regulations preferred.

Information Security Manager

Full-time professional work experience in Information Technology, IT Security and/or Application Systems and Assets. At least one (1) year of the above experience must be in an Administrative; Managerial; or Supervisory capacity. Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Information Security Analyst-Senior ; Disaster Recovery Administrator may substitute for all of the required experience.

Information Security Project Manager

Project management experience required. Minimum of three (3) years of project management experience at the State or Federal government level required.

Experience at the State or Federal Government level preferred, experience in:

- The development, maintenance, and implementation of project plans in accordance with standard project management methodologies.
- Reporting status and project metrics to agency executive management.
- Operating in a matrix environment– overseeing multiple timelines and performance measurement criteria.
- Organizing, facilitating and communicating project activities within, across and outside the organization.
- Documenting project milestones for audit purposes.
- Leading training development initiatives to satisfy project requirements.
- Leading training and awareness initiatives to satisfy State and Federal regulatory requirements.
- Managing multiple concurrent projects.
- The facilitation of workgroup meetings in specific Information Security areas of interest.
- Candidates must have strong knowledge of FISMA/ NIST based Information Security Risk Management Frameworks and Risk Analyses methodologies.

Information Systems Auditor

Assesses the performance of IT infrastructure, systems and policies versus established corporate standards for productivity, accuracy and security. Reviews processes pertaining to data processing, data security and programming guidelines. Assesses potential risks and recommends enhancements. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require a bachelor's degree and 0–2 years of relevant experience.

Information Systems Security Compliance Manager

Experience as a practitioner in the field of IT Security required. Minimum three (3) years of experience in designing and managing the implementation of Information System Security projects at the State or Federal Government levels preferred. Certified Information Systems Security Professional ("CISSP") or Certified Information Security Manager ("CISM") certifications required. Additional security certifications such as Certified Information Systems Auditor ("CISA"), Certified Secure Software Lifecycle Professional ("CSSLP"), Certified Authorization Professional ("CAP"), Certified HIPPA Security Professional ("CHSP"), GIAC HIPAA Security Certificate ("GHSC") or Certified HIPPA Security Specialist ("CHSS") preferred.

- Strong demonstrable working knowledge of the Federal Information Security Management Act ("FISMA") Information Security Governance Standards and the National Institute of Standards and Technology ("NIST") Information Systems Risk Management guidelines.
- Strong demonstrable working knowledge of the Health Insurance Portability and Accountability Act ("HIPAA"), Internal Revenue Service ("IRS") and Social Security Administration ("SSA") security regulations required.
- Strong working knowledge of Best Practices regarding physical security evaluations.
- Strong working knowledge of IT Security Best Practices regarding Data Networks and Networking, including but not limited to protocol analysis, anomaly detection, data loss prevention, intrusion prevention/detection and troubleshooting preferred.
- Strong working knowledge of IT Security best practices regarding Windows and *nix Servers preferred.
- Strong working knowledge of IT Security Best Practices required regarding Relational Databases.
  Working experience at the State or Federal Government level is required in the following categories:
- NIST guidelines and Federal Information Processing Standard ("FIPS") certification requirements regarding the testing, selection, implementation and management of encryption technologies.
- The development, maintenance and implementation of Federal Information Security Management Act ("FISMA")/ NIST based Information System Risk Management methodologies, including but not limited to Risk Analyses methodologies, Data Classification Analyses, Control Analyses.
- The management and successful completion of NIST based Risk Analyses.

- The facilitation of workgroup meetings in specific Information Security areas of interest.
- The interpretation and analysis of State and Federal Information Security regulatory requirements- experience with HIPAA, IRS and SSA regulatory environments preferred.
- The provision of cost effective regulatory compliance solutions.
- The development, maintenance, and implementation of project plans in accordance with standard project management methodologies.
- The planning and analysis of Vulnerability Scans of wired and wireless data networks, Windows workstations, Windows and *nix File Servers, Relational Databases and Web based applications.

LAN Administration Manager

Full-time professional work experience in Network Installation and/or Network Configuration and Repair. At least one (1) year of the above experience must be in an Administrative; Managerial; or Supervisory capacity.
Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Data/Voice Communications Manager ; Help Desk Manager ; Systems Administrator Manager ; LAN Administrator Supervisor may substitute for all of the required experience.

LAN Administrator

Full-time professional work experience in Network Installation and/or Network Configuration, and Repair.
Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Network Engineer-Intermediate ; Help Desk Service Specialist-Intermediate (1BG2); Systems Administrator-Intermediate ; LAN Administrator-Associate ; Network Engineer-Associate may substitute for all of the required experience.

LAN Support Technician

Full-time professional work experience in maintaining and supporting Local Area Networks (LAN) including: troubleshooting and repair of hardware, computer systems and peripherals, workstation software, and maintaining user accounts.
Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)
Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of one (1) year.
Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) One (1) year of work experience as a Network Engineer-Associate ; LAN Administrator-Associate ; Help Desk Coordinator-Senior ; Systems Administrator-Associate may substitute for all of the required experience.

Linux System Administrator

The Linux System Administrator position will provide a high level of technical support for Linux system hardware, operating system and system software. This position would also assist with network administration functions and assure adequate connectivity to the network.

Activities:

- Handle server/ software installations, upgrades, configuration and administration of the Linux 64 bit cluster systems.
- Monitor, analyze and tune system for performance.
- Capacity planning.
- Coordinate service level management and hardware maintenance/ installation.
- Troubleshoot hardware, software and network issues. Determine areas requiring maintenance, repairs and upgrades.

Pre-Requisites:

- A minimum of five (5) years of experience with providing system administration in a Linux large scale Enterprise environment is required.
- In-depth working knowledge and experience with the Linux operating system is required.
- Experience in planning, designing, configuring, patching, tuning and troubleshooting servers within a VMWare based architecture.
- Experience with Linux Cluster Services.
- Experience with Puppet Enterprise solutions.
- Experience with Enterprise monitoring tools.
- Experience with Enterprise logging and log analysis tools.
- Strong Shell scripting experience is required.
- Experience with network protocols (ICMP, IGMP, UDP, TCP) is required.
- Working knowledge of Yum and RPM patching methodology.
- Experience with server backup and recovery tools; TSM is preferred.
- Working knowledge of Brocade fiber switches.
- Working knowledge and experience with IBM SAN attached storage is required.
- Working knowledge and experience with IBM's SRDF replication technology is required.
- Experience with large-scale Oracle/PeopleSoft 9.1 or higher environments is preferred.

Network Engineer

Oversees the installation, configuration and ongoing maintenance of networked information systems. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. Requires a bachelor's degree in area of specialty and 0–2 years of relevant experience.
Full-time professional work experience in Network Communication, Network Design and/or Configuration Management.. Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a LAN Administrator-Senior ; Help Desk Service Specialist-Senior ; Systems Administrator-Senior ; Network Engineer-Intermediate ; LAN Administrator-Intermediate ; Help Desk Service Specialist-Intermediate ; Systems Administrator-Intermediate may substitute for all of the required experience.

Oracle Policy Automation Functional Consultant

The Oracle Policy Automation Functional Consultant will assist with the implementation and support of the Oracle Policy Automation product within Oracle/ PeopleSoft's suite of products.

Activities:

- Analyze policy, statutory and contract language; work with functional teams and business owners for interpretations.
- Transform legislation, contracts and policies into natural language rules and rule bases.
- Develop and unit test Oracle Policy Automation ("OPA") rules to meet business requirements.
- Work with other functional and technical team members to ensure the configuration and custom components meet application requirements and performance goals.
- Participate in code reviews and peer reviews.
- Correct defects identified in testing.
- Upgrade and test OPA rules to comply with software and/or hardware upgrades.
- Document online configuration updates to facilitate maintenance.

Pre-Requisites:

- Experience developing and testing rules using OPA.
- Experience in using OPA in the Enterprise Resource Planning ("ERP") government sector.
- Experience in developing OPA rules to integrate with the Oracle/PeopleSoft HCM and/or Financials applications.
- Experience with establishment and support of OPA communication via web services.
- Demonstrated expertise of Oracle OPA version 10.4.5 or higher is required.
- Demonstrated expertise of Oracle OPA integration with Oracle/ PeopleSoft is required.
- Ability to transfer knowledge and training for Oracle OPA is required.
- Strong verbal and written communication and facilitation skills are also required.
- Knowledge of best practices for Oracle OPA.

UPK Technical Administrator

UPK Technical Administrators will be responsible for designing and developing reports, pages and or customized documents in UPK.

Activities:

- Design and develop specific reports to be used for monitoring and usage.
- Design and develop templates.
- Design and develop customizations within UPK version 11.1 or higher.
- Test UPK content on supported browser platforms.
- Research UPK related issues and review Oracle fixes and patch recommendations.
- Deploy UPK client software to developers.
- Review current structure and technical environments and make recommendations for improvement.

Pre-Requisites:

- Experience developing and delivering reports from UPK.
- Experience in developing and delivering customizations for Oracle UPK 11.1 or higher.
- Demonstrated expertise of Oracle UPK version 11.1 or higher is required.
- Ability to transfer knowledge and training for Oracle UPK version 11.1 or higher is required.

- Strong communication and facilitation skills are required.
- Knowledge of best practices for Oracle UPK.

Oracle/ PeopleSoft Administrator

The Oracle/ PeopleSoft Administrator will be responsible for configuration, administration, maintenance, tuning and troubleshooting of all Oracle/PeopleSoft technical components across web, application, database, reporting and file servers across all Oracle/ PeopleSoft environments. Responsible for applying Oracle/ PeopleSoft and associated software patches, updates and fixes as necessary. Perform and provide support for object compares and code migrations.

Activities:

- Perform Oracle/ PeopleSoft administration related to upgrades, applying fixes/patches and migrations for multiple environments.
- Provide technical support with application problem diagnosis, web and application server administration and security administration.
- Provide technical support of PeopleTools, PS Query, nVision and similar tools.
- Research patches and fixes on Oracle Support with recommendations to the application development teams.
- Perform and provide support for object compares and code migrations.
- Provide guidance and instruction to personnel to assure they can assume support for Oracle/PeopleSoft administration.

Pre-Requisites:

- Oracle/ PeopleSoft administration experience supporting an Oracle/PeopleSoft 9.1 or higher and PeopleTools 8.54 or higher environment is required. Most recent experience should include implementing and supporting at least one of the following Oracle/PeopleSoft 9.1 or higher and PeopleTools 8.54 or higher environments (HCM 9.2+, Financials 9.1+, EPM 9.1+).
- Experience maintaining multiple versions of PeopleTools and Oracle/ PeopleSoft applications is required.
- Broad working knowledge of Oracle/ PeopleSoft products and tools and related technologies.
- Experience with Linux and Windows 2008 environments is required.
- Experience with setup, configuration and tuning of application servers, process schedulers and web servers.
- Experience with applying Oracle/ PeopleSoft patches/ fixes using PeopleSoft Update Manager (PUM).
- Experience with migrating Oracle/ PeopleSoft and file objects through development environments to production.
- Research and analyze patches and fixes on Oracle's Support website. Download fixes as needed.
- Ability to develop and document standards and procedures.
- Strong analytical thinking and structured problem solving.
- Solid organizational, time and task management skills.
- Strong multitasking skills.
- Ability to debug complex infrastructure, application and database-related issues is required.
- Experience with Quest Stat or other third party migration change control tool is preferred.
- Experience with Ascential is preferred.
- Experience with Cybermation or other third party scheduling tool is preferred.

Oracle/PeopleSoft DBA

The Oracle DBA will create, configure, monitor and administer the Oracle database environment. The DBA must be able to work independently to provide all aspects of Oracle database administration.

Activities:

- Responsible for Oracle database design and support.
- Perform capacity planning activities as related to database storage.
- Assist in database performance monitoring, tuning and optimization.
- Suggest and implement departmental standards and procedures for database administration.
- Work with database vendors and external support on issues such as upgrades, technical problems and solutions.
- Install and configure Oracle software and identify, perform and maintain software release levels, database patches and fixes as needed. Assist with database upgrades as needed.
- Develop, test and implement backup and recovery strategy.
- Follow change control and application deployment and access control procedures.
- Develop database monitoring procedures and utilities.
- Coordinate with other DBA team members on infrastructure enhancement or large development projects.

Pre-Requisites:

- Oracle DBA experience in all phases of Oracle/ PeopleSoft DBA support and Oracle/ PeopleSoft release upgrades.
- Oracle DBA experience in an 8.54 or higher environment is required. Most recent experience should include at least one of the following Oracle/PeopleSoft 9.1 or higher and PeopleTools 8.54 or higher environments (HCM 9.2+, Financials 9.1+, EPM 9.1+).
- Experience supporting Oracle Exadata is preferred.
- Experience with Oracle 11g RAC, ASM and DataGuard is required.
- Experience with Oracle 12c is preferred.
- Experience with partitioning and advanced compression is preferred.
- Must be able to perform database backup and recovery, exports, imports, cloning, database refreshes, database monitoring, performance tuning.
- In -depth knowledge of Oracle databases and strong system level (Linux) and infrastructure (EMC or IBM SAN attached storage/RAID configuration, etc.) understanding.
- Proficient in UNIX scripting.
- Experience in resolving software integration problems.
- Excellent analytical ability, strong consultative and communication skills.

Oracle/ PeopleSoft EPM Business Intelligence Analyst

The Oracle/ PeopleSoft EPM BI Analyst will play an intermediary role between the technical and business functions assisting in the definition and implementation of a BI solution in Oracle/ PeopleSoft EPM.

Activities:

- Create business specification documentation from the business requirements and produce flowcharts and related visual aids to clarify business understanding.
- Conduct workshops and Joint Application Design ("JAD") sessions for determining the business requirements.
- Define and document user requirements for BI and analytics.
- Coordinate the planning, designing, configuring and implementing of a BI solution across functional and technical team areas.
- Write data queries, analyze data model relationships.
- Create end-user reports and dashboards.
- Participate in the design of BI security.
- Troubleshoot BI tools, metadata, query and data issues.
- Assist developers with unit, integration and validation testing.
- Participate in training and deployment of BI solution.

Pre-Requisites:

- Experience in EPM Analytics, BI and data warehousing.
- 2 years, hands-on experience with OBIEE (11g and higher) Answers, dashboards, scorecards and reports.
- Experience working on a minimum of two (2) BI implementations.
- Experience with Oracle/ PeopleSoft EPM 9.1+ Foundation, OWS, OWE, and MDW.
- Experience with Oracle BI applications is preferred.
- Strong analytical, written and verbal communication, and interpersonal skills.
- Ability to take initiative and ownership of project by working independently as well as in a team environment.
- Strong interpersonal skills.
- Planning and organizing skills.
- Sound business acumen.
- High level of influence and credibility.
- Strategic thinking ability, with an analytical approach to problem solving.
- Effective communication skills.
- Strong facilitation skills.
- A strong customer service focus.
- Ability to anticipate and evaluate the impact of possible problem solutions prior to implementation.
- Ability to work as part of a team.
- SQL skills.

Oracle/ PeopleSoft EPM Business Intelligence Architect

The Oracle/ PeopleSoft EPM BI Architect will be responsible for planning, designing and leading the development and implementation of a BI solution in Oracle/ PeopleSoft EPM.

Activities:

- Advise on key architectural decisions concerning the BI platform and supporting technologies, including ETL tools and solutions.
- Perform requirements gathering on existing environments and document.
- Provide detailed technical designs for BI solutions.
- Analyze and develop Enterprise technology BI solutions in Oracle/ PeopleSoft EPM.
- Participate in supporting the EPM and Technical teams to ensure that the BI Platform is operating efficiently and troubleshoot and resolve issues.
- Oversee the installation and configuration of BI tools.
- Participate in requirements gathering and definition.
- Interpret delivered and design database models (ERDs) for BI solution; lead efforts for data modeling.
- Provide BI technical guidance to Oracle/ PeopleSoft EPM development and technical team members.
- Work closely with executive management and other team leads on BI decision making and direction.

Pre-Requisites:

- Experience in development and support of BI applications.
- Strong technical expertise on BI and data warehousing solutions.
- Strong customer focus and commitment to customer satisfaction.
- Strong understanding of data warehouse concepts.
- Hands-on modeling experience for a minimum of two (2) BI implementations.
- Experience with Oracle EPM Warehouse is preferred.
- Experience with Oracle BI Applications is preferred.
- Experience with Oracle Exadata/ Exalytics is preferred.
- Experience with OBIEE 11g and Oracle/ PeopleSoft PeopleTools V 8.5+ is preferred.

- Experience with Oracle/ PeopleSoft EPM Ascential Data Stage, V 7.5.2+; MDW Maps is preferred.
- Strong SQL skills.
- Strong written and communication skills.
- Networking concepts/ skills.

Oracle/ PeopleSoft EPM Business Intelligence Developer/ Administrator

The Oracle/ PeopleSoft EPM BI Developer/ Administrator will be responsible for the installation, configuration, development and deployment of BI and supporting tools in EPM.

Activities:

- Customize and develop RPD layers of BI (Physical, BMM and presentation layers), configuring metadata objects and Web catalog objects.
- Design and configure multidimensional ERDs (star and snowflake) schemas; data model.
- Interpret complex delivered multi-dimensional ETL maps.
- Oversee and/or assist in the design and development of multi-dimensional ETL maps and views.
- Performance tune ETL jobs, BI tools, sessions and queries.
- Participate in installation/ configuration of BI tools.
- Participate in definition of Security in Oracle/PeopleSoft EPM and BI tool.
- Develop reports, dashboards, and hierarchies and implement security using OBIEE.
- Develop and test application messages, spreadsheet uploads, automated interface processes and tree imports/ exports.
- Write SQL scripts and views.
- Manage BI sessions, web browser, BI server and query cache.
- Troubleshoot and resolve system and data issues.
- Conduct unit, integration and user acceptance testing.
- Participate in build out and test of cybermation batch schedule.
- Participate in deployment of BI Solution.
- Monitor, troubleshoot and resolve production support issues.

Pre-Requisites:

- Experience in dimensional data modeling and data profiling experience for data warehouse development.
- Experience with Enterprise data warehouse architecture and/ or design.
- Experience in ETL development and system analysis.
- Experience with Oracle/ PeopleSoft Enterprise 9.1+.
- Experience PTools 8.54 or higher.
- Multi-module experience preferred.

Oracle/ PeopleSoft EPM Technical Analyst

The Oracle/ PeopleSoft EPM Technical Analyst will be responsible for design, development and test modifications to optimize the Oracle/ PeopleSoft EPM data staging, reporting, analytics and BI environments and troubleshooting production issues.

Activities:

- Analysis, development and maintenance of staging/ reporting/ view tables, ETL maps and public queries in the Oracle/ PeopleSoft EPM OWS, OWE and MDW or Oracle Business Intelligence ("BI") Applications.
- Develop, maintain and process XLS, XML and CSV FTP files for in/ outbound interfacing.
- Develop Cybermation batch job control scripts.
- Develop and performance tune SQL statements.
- Troubleshoot EPM production issues.

- Analyze and install Oracle/ PeopleSoft updates, fixes and bundles.
- Participate in installation and configuration of BI technology.
- Participate in implementation of EPM business intelligence and analytical reporting.
- Perform conversion of historical data to retire legacy information systems.
- Develop reporting approach to provide access to information from retired systems.
- Work with developers to determine optimal ETL, PS Query and batch performance.

Pre-Requisites:

- Experience working with Oracle/ PeopleSoft EPM 9.1 is required.
- Experience working with PeopleTools 8.54 or higher.
- Strong ETL experience in Ascential 7.5.2 or higher is required.
- Advanced PL/SQL skills are required.
- Analytical problem solving and excellent written/oral communication skills are also required.
- Experience with Oracle Data Integrator ("ODI") is preferred.
- Experience developing EPM business intelligence and analytical reporting.
- Experience with OBIEE is preferred.
- Experience with PilotFish is preferred.
- Experience with Ascential DataStage ETL or ODI is preferred.
- Experience with EPM Oracle/ PeopleSoft Analytics is preferred.

Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer

The Oracle/ PeopleSoft Financial Developer will be responsible for the design, development, enhancements and implementation of Oracle/ PeopleSoft financial applications.

Activities:

- Perform design, development and modifications to Oracle/ PeopleSoft pages, SQR's, PeopleCode, nVision and Crystal reports.
- Develop interfaces between Oracle/ PeopleSoft and customer sub-systems.
- Unit test and implement new Oracle/ PeopleSoft solutions.
- Perform analysis and trouble shoot production problems.
- Document the software in a manner that it can be interpreted, maintained and enhanced by others.
- Provide guidance and instruction to assure they can assume support and maintenance of Oracle/ PeopleSoft Financial applications.

Pre-Requisites:

- Oracle/PeopleSoft Financials, Enterprise Services, Supply Chain and Supplier Relationship management applications v9.1 or higher development experience is required, at least one year must include experience developing general and detail design specifications.
- Extensive development experience with 3 or more of the following is required: PeopleTools, PeopleCode, SQR, PS Query, Component Interface, AppEngine, nVision and SQL.
- Experience in Java is preferred.
- Development experience in COBOL maybe required depending on the assignment.
- Analytical problem solving and excellent written/ oral communication skills are also required.
- Detailed functional knowledge of Oracle/ PeopleSoft Financial, Supply Chain modules and functions.
- Development experience with PeopleTools version 8.54 or higher is required.
- Experience and knowledge of PeopleSoft Test Framework.
- Experience developing interfaces between Oracle/ PeopleSoft and customer sub-systems is preferred.
- Experience mapping customer legacy data elements to Oracle/ PeopleSoft data elements is preferred.
- Experience in applying images, bundles, patches and maintenance packs is preferred.

Oracle/ PeopleSoft Certification is preferred.

Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant

The Oracle/ PeopleSoft Financial Functional Consultant will assist with the implementation of new Oracle/ PeopleSoft modules, functionality, or enhancements, or the support of modules or functionality already in production.

Activities:

- Perform analysis, planning, and requirements definition for implementation of new functionality.
- Perform functional modeling and develop functional architectures to meet new requirements.
- Perform process improvement reviews including system functionality, operations, logistics and personnel.
- Map business process activities to the functionality of the system that supports them.
- Validate that the application meets overall business process needs and work with process owners to resolve any issues.
- Define the flow of data between the processes that must be integrated.
- Facilitate requirements gathering and user design sessions.
- Work closely with application designers in completing designs for enhancements.
- Design reports as required for financial users.
- Participate in testing of new functionality and enhancements, including end-to-end testing of new processes and system integration testing.
- Assist the team leads in defining the approach, staffing, responsibilities, and schedule for system enhancements.
- Identify cross-team issues and coordinate issue resolution.

Pre-Requisites:

- Experience in functional experience in Oracle/ PeopleSoft Financials, Enterprise Services, Supply Chain and Supplier Relationship Management v9.1/9.2 or higher environment.
- Experience and knowledge of two or more Oracle/ PeopleSoft modules and functions.
- Must have experience in full life cycle implementations (design, build, configuration, test, implement).
- Ability to transform customer requirements into a workable design at the functional and/or technical levels.
- Ability to identify, provide clarification, and resolve issues and risks, and escalating them as needed.
- Experience and knowledge of PeopleSoft Test Framework preferred.
- State governmental experience preferred.
- Excellent communications, interpersonal, project planning and issue resolution skills.
- Ability to review project deliverables for completeness, quality, and compliance with established project standards.

Oracle/PeopleSoft Project Manager

The Oracle/ PeopleSoft Project Manager will provide management of projects that are strategic to Core-CT and typically have a high degree of complexity and executive focus.

Activities:

- Define and document project scope and objectives, product/service deliverables in collaboration with customer.
- Work closely with customers to collect and document business, functional, technical requirements and constraints.
- Identify and document performance criteria.
- Identify, estimate, and document key resource requirements.

- Work with the Core-CT director to create a budget baseline and consistently monitor and communicate variances during the course of the project.
- Work with various teams to create a baseline project schedule, identifying milestones throughout the project and reporting status to executive management.
- Develop and manage comprehensive project plans.
- Monitor and control project schedule, scope, quality and costs.
- Conduct business process review and fit/gap analysis, and present delta functionality.
- Facilitation of project meetings and work sessions and keep track of issues and major issue resolutions.
- Performance of detail risk analysis and mitigation strategies.
- Guide the design and architecture of Oracle/ PeopleSoft solution.
- Manage the activities of the functional, technical and user agency personnel in the completion of work plan tasks.
- Lead project team to successfully deliver on time on cost project objectives.

Pre-Requisites:

- Experience in project management experience with regard to customization and implementation of Oracle/ PeopleSoft technologies.
- Experience in all phases of project implementation lifecycle.
- Knowledge of software implementation methodology.
- Ability to negotiate consensus among diverse groups.
- Excellent time management skills with demonstrated experience in managing project teams.
- Detail orientation with strong organization skills.
- Experience with Microsoft Enterprise Project is preferred.
- Experience leading an Oracle/ PeopleSoft module implementation or major upgrade may be required.
- Experience leading an upgrade for Oracle/ PeopleSoft Enterprise Performance Management may be required.
- Experience leading implementation of Oracle/ PeopleSoft Business Analytical Reporting may be required.

Oracle/ PeopleSoft Security Analyst/ Engineer

The Oracle/ PeopleSoft Security Analyst/ Engineer will be responsible for the evaluation, analysis and design of Oracle/ PeopleSoft Security configuration and processes across the Oracle/ Peoplesoft ERP.

Activities:

- Conduct review and analysis of existing Oracle/ PeopleSoft security configuration, practices and procedures across HCM, CRM, Financials, EPM and Portal applications.
- Use knowledge of Oracle/PeopleSoft Security to maximize features and functionality.
- Work with project and security teams to define and communicate Oracle/ PeopleSoft Security strategies across HCM, CRM, Financials, EPM and Portal.
- Make recommendations to improve, streamline and automate Oracle/ PeopleSoft Security.
- Document Oracle/ PeopleSoft Security recommendations and approach.
- Configure/develop Oracle/ PeopleSoft Security objects.
- Implement, test, troubleshoot and document security strategies.
- Administer Oracle/ PeopleSoft Security in all applications using On-line Application and PeopleTools.
- Document Oracle/ PeopleSoft Security in a manner that it can be interpreted, maintained and enhanced by others.
- Provide guidance and instruction to personnel to assure they can assume support & maintenance for Oracle/PeopleSoft security across all applications.
- Provide knowledge and advise best practices around Oracle/ PeopleSoft user and applications security.

Pre-Requisites:

- Experience supporting Oracle/ PeopleSoft applications, minimum 3 years must include working in Oracle/ PeopleSoft Security Administration in Oracle/ PeopleSoft modules including Portal Administration.
- Experience working on one or more Oracle/ PeopleSoft implementations is required.
- Experience utilizing SQL in Oracle to audit or correct security issues within an integrated Portal/ HCM/ Finance and EPM environment utilizing Application messaging to synchronize users within the different environments, including creating queries to assist with proactive maintenance with a large scale multi database production environment.
- Strong background in implementing and upgrading Oracle/ PeopleSoft environments with respect to the testing methodologies and working with development teams to regression test system environments prior to go live.
- Experience working with the Creation and Migration of Security Projects to work in conjunction with the implementation of new releases by the respective development teams within the Test and Production environments.
- Development experience with PeopleTools, PeopleCode, SQR, Integration Broker, AppMessaging, AppEngine, Component Interface and SQL is required.
- Analytical problem solving and excellent written/oral communication skills are also required.
- Detailed knowledge of Oracle/PeopleSoft security in Financials, HCM and portal integration is required.
- Experience with Oracle/PeopleSoft version 8.54 or higher development toolsets is required.
- Experience with Oracle/PeopleSoft version 9.1 or higher is required.
- Oracle/PeopleSoft certification is preferred.

Oracle/PeopleSoft Systems Analyst/Designer

The Oracle/ PeopleSoft Systems Analyst/ Designer will be responsible for translating functional requirements into general and detail design documents and working with the development team to complete application enhancements.

Activities:

- Analyses of business system requirements and create the general and detailed design specifications, systems components, SQL select statements and testing scenarios.
- Review and receive approval on general and detailed design with key stakeholders.
- Executes tests and analyzes results. As part of the testing process, identifies, diagnoses and documents problems and errors in specific components of the systems.
- Documents the software in a manner that it can be interpreted, maintained and enhanced by others.
- Provide guidance and instruction to personnel to assure they can assume support & maintenance for Oracle/ PeopleSoft Human Capital Management, Financial, Supply Chain, Supplier Relationship, Customer Relationship Management and Enterprise Services applications or the Oracle/PeopleSoft Enterprise Resources Planning data warehouse.

Pre-Requisites:

- Experience supporting Oracle/PeopleSoft v9.1/9.2 or higher applications, minimum 3 years must include requirements analysis, design & development of online and batch functionality.
- Experience working on 1 or more Oracle/PeopleSoft implementations is required.
- Development experience with PeopleTools, PeopleCode, SQR, AppMessaging, AppEngine, Component Interface, XML Publisher, nVision, Test Framework and SQL is required.
- Experience in Java is preferred.
- Analytical problem solving and excellent written/ oral communication skills are also required.

- Detailed knowledge of Oracle/ PeopleSoft v9.1/9.2 or higher Financials and/ or HCM modules and module integration is required.
- Experience with Oracle/ PeopleSoft version 8.54 or higher development toolsets is required.
- Experience with Oracle/ PeopleSoft EPM data warehouse and Ascential DataStage is preferred.
- Experience developing interfaces between Oracle/ PeopleSoft and customer sub-systems is preferred.
- Oracle/PeopleSoft certification is preferred.

Oracle/Peoplesoft Technical Architect

The Technical Architect will be responsible for analysis, design, development and enhancement of the technical architecture and infrastructure to support implementation of Oracle/ PeopleSoft.

Activities:

- Participate in the design and ongoing development of the technical architecture and infrastructure for Oracle/ PeopleSoft implementation.
- Assist in capacity and resource planning of network and/ or platform facilities.
- Recommend and implement software, hardware and configuration changes to improve system performance.
- Analyze and design security procedures to proactively ensure overall security of the PIA implementation.
- Troubleshoot infrastructure to identify errors or deficiencies and make recommendations on possible solutions.
- Review and analyze any reoccurring issues to identify possible problem triggers or best resolution tactics.
- Make recommendations for changes to the architecture as needed and assist with its development and implementation.
- Assist in the development of disaster recovery and restoration plans.
- Mentor personnel on Oracle/ PeopleSoft technical architecture and infrastructure requirements.

Pre-Requisites:

- Experience in analysis, design, development and implementation of Oracle/PeopleSoft 9.1 or higher technical architecture and infrastructure is required. A minimum of one (1) year is required with experience in analysis, design, development and implementation of Oracle/ PeopleSoft 9.2 technical architecture and infrastructure.
- Experience in designing multi-platform distributed processing environments is required.
- Experience with Linux, Exadata, Oracle 11g/12c and Windows 2008/2012 environments is preferred.
- Experience with F5 LTM, ASM and APM configuration and support and their integration with Oracle/PeopleSoft is preferred.
- Knowledge of the broader impact of Oracle/ PeopleSoft HCM, Financials, and EPM across architectural system components and critical business processes and applications is preferred.
- Experience with designing and implementation of a technical architecture and infrastructure to support Oracle/ PeopleSoft EPM Business Analytics may also be preferred.

Oracle/Peoplesoft Testing Consultant

The Oracle/ PeopleSoft Testing Consultant will assist with the implementation and support of automated regression testing to be used in conjunction with Oracle/ PeopleSoft's suite of products.

Activities:

- Analyze current scripts, testing strategies and methodologies and make recommendations.
- Set up automated regression testing methodologies.
- Develop and test the automated regression testing.
- Set up testing plan incorporating manual and automated regression testing methodologies.

- Transfer knowledge to functional staff on testing methodologies.

Pre-Requisites:

- Experience developing automated regression testing.
- Experience utilizing and configuring automated testing tools.
- Experience with Oracle/PeopleSoft's Testing Framework and other automated testing tools.
- Experience with Oracle Test Manager.

Experience with scripting and testing methodologies.

Production Control Manager

Full-time professional work experience in Information Technology.

Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Network Engineer-Senior ; LAN Administrator-Senior ; Help Desk Service Specialist-Senior ; Systems Administrator-Senior ; Network Engineer-Intermediate ; LAN Administrator-Intermediate ; Help Desk Service Specialist-Intermediate ; Systems Administrator-Intermediate may substitute for all of the required experience.

Programmer

Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision.

Advanced levels: Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. Significant ingenuity and flexibility is expected. May require a bachelor's degree.

Project Controller

Individuals who are responsible for supporting a project manager or Project sponsor in overseeing and/or reporting on the operational and financial health of one or more projects. This individual is typically an experienced project manager who is assigned oversee the operational performance of the project, relative to key project performance metrics. They maintain the project's financials, planning artifacts and deliverables, resource consumption and forecasting, status reporting and so on. These individuals may also possess advanced business degrees such as an MBA or CPA. Because the Controller focuses on a project's "Monitor" and "Control" processes (PMBOK 2008), their work helps free the project manager to focus on project execution.

Project/Program Manager

Individuals with successful project management experience limited to projects of small scope, limited risk and complexity and/or of short duration. Individuals at this level will typically be assigned to manage projects under the direction of a State supervisor or manager. Individuals with this level of experience are suitable for small Client Agency projects with clear, achievable outcomes, or in assignment as project support on larger projects. Individuals at this level can also be used to in the capacity of a Project Controller, provided that they can satisfy the basic requirements of that position.

Advanced level: Individuals with a mastery of project management skills, qualifications and experience. This individual shall function effectively with very little supervision, while maintaining a high professional standard. They are assigned to extremely complex and/or high risk projects that reflect the highest priorities of state government. These individuals are comfortable working with the highest levels of state government and are able to contribute to the furtherance of the states' objectives. These individuals have the necessary skills and experience to assist in statewide project portfolio management and/or IT Investment Management.

Quality Assurance Analyst

Full-time professional work experience in Information Technology project development and/or Function/Business Process Analysis.
Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)
Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.
Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)
Two (2) years of work experience as a Business Systems Consultant-Intermediate and Business Systems Consultant-Associate may substitute for all of the required experience.

Quality Assurance Manager

Individuals in this position have demonstrated experience in leading small to moderate sized testing teams. They understand the concepts of software quality assurance theory and practice. Can formulate testing strategy and plans where none may exist previously. They are able to communicate effectively with business and technical teams on testing activities and can assist developers with test-driven development.

SAN Administrator

The SAN Administrator will be responsible for administering, configuring, maintaining, monitoring, upgrading, supporting, documenting and implementing the shared Storage/ SAN arrays and fabrics in a shared Linux and Windows environment.

Activities:

- Design, configure, implement, maintain and support all SAN hardware, software & supporting fabric.
- Support and maintain SRDF replication.
- SAN implementation and storage provisioning/ LUN allocation, zoning and LUN masking.
- SAN capacity and performance monitoring/trending; disk growth. Create and distribute utilization, capacity, trending and analysis reports.
- Monitor and track health of SAN and storage infrastructure. Provide detailed troubleshooting of SAN and storage device status to ensure support for critical services.
- Perform hardware/ software upgrades in conjunction with vendor staff.
- Provide backup software configuration support.
- Ability to develop, maintain & enhance scripted solutions.

Pre-Requisites:

- Experience in an IBM SAN environment; Enterprise or comparable class hardware and software products.
- Experience with Storage Area Networks; FC switches, FC HBAs, SAN and NAS protocols.
- Experience with IBM's SAN management/ configuration tools.
- Experience with IBM's SAN management monitoring tools, automated storage problem detection/ notification/ resolution.

- Solid experience with SRDF replication technology.
- Strong Shell scripting experience.

Senior Quality Assurance Manager
See Quality Assurance Manager

Software Engineer
Creates and designs new software by analyzing, testing, assessing and implementing programming applications. Supports and installs applications and operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on established guidelines and instructions to perform daily job functions.
Advanced levels: Creates and designs new software by analyzing, testing, assessing and implementing programming applications. Supports and installs applications and operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level in this field. Usually reports to an executive. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in a related area.

Solution Architect
Individuals in this position have achieved a mastery level of experience that includes the capabilities of Software Engineers 1, 2 and 3 and who have the knowledge, skills, education and prior experience that involve the full and complete design of multiple software solutions. Is able to clearly communicate and document designs both at a logical and physical level and work with other state IT organizations as needed. Helps the Client Agency ensure that information technology solutions align with the Client Agency's business goals. Has the ability to assist Client Agency IT and business leadership formulate tactical and strategic IT plans.

System Administrator
Full-time professional work experience in Information Technology. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Network Engineer-Senior; LAN Administrator-Senior; Help Desk Service Specialist-Senior; Systems Administrator-Intermediate ; Network Engineer-Intermediate; LAN Administrator-Intermediate and Help Desk Service Specialist-Intermediate may substitute for all of the required experience.

System Engineer
Troubleshooting, repair, construction or support of hardware, networking, and software system. Knowledge of commonly used concepts, practices, and procedures. Experience with one or more commercial infrastructure products. Tactical and strategic technology planning. May have advanced subject-matter expertise in one or more commercial infrastructure products. Has advanced knowledge of concepts, practices, and procedures and is able to assist the PE in improving its practices. Is able to complete assignments and exercise a certain degree of creativity and latitude when unexpected situation arise. At advanced levels is expected to assist with tactical and strategic technology planning.

Systems Administrator

Maintains and operates computer systems or networks. Installs, supports and manages servers and resolves issues as needed. Installs patches and performs system backups and recovery. Monitors system configuration and maintains data files. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area

Systems Administrator Manager

Minimum one (1) year of experience must be in an Administrative; Managerial; or Supervisory capacity. Substitutions: Accredited college training may substitution for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)
Two (2) years of work experience as a Data/Voice Communications Manager; LAN Administrator Manager; Help Desk Manager; LAN Administrator Supervisor; Systems Administrator-Senior; Network Engineer-Senior; LAN Administrator-Senior and Help Desk Service Specialist-Senior may substitute for all of the required experience.

Technical Writer

Writes, edits and packages a variety of technical documents, including proposals, articles, brochures, reports and manuals. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. Individual with demonstrated experience in developing and maintaining technical documentation, requirements analysis, business process models, architecture diagrams. Exceptionally proficient in the use of Microsoft Office, including Microsoft Visio. Is able ability to perform technical, research, and has solid analytical, interpersonal, written, and oral communication skills. Individuals in this position may also possess other related skills, such as proficiency in the use of software team collaboration environments, such as IBM Rational Jazz or Microsoft's Team Architect.

Training Developers

Trainers will be responsible for designing, developing and delivery of training to end users. Agency business offices require training on how to perform business processes and reporting using Oracle/ PeopleSoft's Human Capital Management, Financial and EPM applications.

Activities:

- Design and develop/ modify all assigned training materials, including business process workshop materials.
- Manage the design and organization of a 'computer lab' (sandbox or training environment).
- Develop and/ or modify any needed instructor aids for use in classroom training and/ or 'computer lab' setting.
- Deliver Core-CT training to end-users.
- Evaluate end user competency of the system after attending training.
- Conduct remedial or make-up training sessions, as required.
- Work with the programming/ test team leads to ensure training manuals are updated appropriately with changes.

Pre-Requisites:

- Experience developing and delivering end user training is required.
- Experience in developing and delivering Oracle/PeopleSoft version 9.1 or higher end user training.
- Demonstrated knowledge of Oracle/PeopleSoft version 9.1 or higher is required.
- Demonstrated knowledge of instructional design methodology is required.

- Demonstrated knowledge of effective training delivery techniques is required.
- Strong communication and facilitation skills are required.
- Oracle/PeopleSoft help desk experience is preferred.
- Experience with Oracle's User Productivity Kit (UPK) is preferred.

Web Content Designer

Individuals with experience designing and developing content for PE websites that includes, but is not limited to the development of graphics, icons and other visual content. Has experience in daily content publishing and writing for multiple audiences; proficiency in the use of content management software, such as Microsoft SharePoint, Ektron, Drupal, Convio, and Kintera.

Windows 2008/VMWare ESX System Administrator

The System Administrator position will provide a high level of technical support for Windows 2008 server hardware, operating system and system software on web, application, file and reporting servers. Position also provides technical support for VMWare ESX virtual server environment and server configuration management.

Activities:

- Plan, evaluate and apply server upgrades, patches and fixes.
- Provide support for Windows Active Directory.
- Handle server administration, configuration and installation issues with Windows 2008/2012 and VMWare vSphere Enterprise servers.
- Monitor, analyze and tune system for performance.
- Coordinate service level management and hardware maintenance/ installation.
- Troubleshoot hardware, software and network issues. Determine areas requiring maintenance, repairs and upgrades.

Pre-Requisites:

- Experience with providing system administration in a Windows Enterprise environment is required.
- Working knowledge and experience working with Windows 2008 operating systems is required.
- Working knowledge and experience working with Windows 2012 operating systems is preferred.
- Working knowledge, administration, implementation and configuration of VMWare ESX server and Virtual Center is required.
- Experience in planning, designing, configuring, patching, tuning and troubleshooting servers within these environments is required.
- Strong scripting skills is preferred.
- Working knowledge and experience with IBM or comparable SAN attached storage is preferred.
- Experience with large-scale systems and Oracle/PeopleSoft 9.1 or higher environments is preferred.

ADDED Supplement 1, Covendis, Region 1, New England, 4/18/18

Cyber Security Forensics Analyst

Job Duties

- Proven ability to leverage commercial and open sources tools for identification of malware on systems through memory, disk and network analysis.
- Analyze and review cases until closure which includes investigating and recommending appropriate corrective actions for cyber security incidents and communicating with the implementation staff responsible or taking corrective actions
- Provide supporting evidence and tactical response resulting from technical analysis and direction of forensic investigations
- Maintain security for enterprise systems and identify issues that could compromise confidentiality, integrity or availability of data across the enterprise.
- Coordinate and perform vulnerability and penetration testing of web, mobile apps and networks, plan and document remediation activity.
- Anticipate security alerts, incidents and disasters and recommend, plan and implement controls to reduce likelihood.
- Recommend and install appropriate tools and countermeasures.
- Verify that application software/network/system security controls are implemented as stated, documents deviations, and recommends required actions to correct those deviations.
- Manage and administer updates to rules and signatures within security applications.
- Lead and participate in risk and vulnerability scanning, log file analysis and correlation and audits, reporting findings clearly in relation to implications for existing infrastructure and applications.
- Remain up to date with advances in cyber security technology.
- Work with Information Security Analysts to develop metrics to benchmark security tool performance to identify trends and recommend improvements where required.
- Carry out any supplementary tasks, as needed to support the broader Technical Operations function.

Experience Requirements

- Minimum 7 years' experience with MS Windows and Linux operating systems.
- Minimum 5 years' experience working with DNS, routing, authentication, VPN, proxy and DDOS mitigation technologies.
- Minimum 2 years' experience coordinating, reporting on and remediation network, web and mobile application pen tests.
- Experience in network monitoring, packet capture analysis and network troubleshooting.
- Exposure to incident response including forensics and event review.
- Demonstrated ability to serve as a "hands-on" lead for technical security aspects of information security programs.
- Hand on experience with common security tools such as IDS/IPS, Network and Host-based firewalls, DLP, EnCase, Metasploit and Nexpose.
- Knowledge of programming languages and command shell scripting.
- Must understand Information Security including security threats, vulnerabilities, attacks, responsible groups, motivations and techniques.
- Familiarity with chain of custody procedures
- Understanding of Federal Regulatory compliance including HIPAA, FTI, SSA, CMS, PCI, etc.

Kronos Solution & Implementation Program Manager

The Kronos Solution and Implementation Program Manager will provide management of projects that are strategic to the state's Workforce Scheduling Solution and have a very high degree of complexity and executive focus. Activities:

- Establish Project Governance Practices and Project Work Plan
- Perform Daily Management of Project
- Measure and Evaluate Progress against Work Plan, report status
- Assist in enterprise design and development of a repeatable deployment strategy
- Oversee the development of enterprise design standards to be adopted by all State Agencies
- Support production readiness for deployments including integration/regression testing and migration to production
- Action/Issue/Risk Management and Escalation
- Develop Communication Strategy for external stakeholder coordination protocol
- Oversee the development of a Training Strategy and co-ordination of end user training
- Work closely with customers to collect and document business, functional, technical requirements and constraints.
- Identify and document performance criteria.
- Identify, estimate, and document key resource requirements.
- Conduct business process review and fit/gap analysis, and present delta functionality.
- Manage the activities of the functional, technical and user agency personnel in the completion of work plan tasks.
- Lead project team to successfully deliver on time on cost project objectives.

Pre-Requisites:

- Experience in project management experience with regard to customization and implementation of Kronos technologies.
- Experience in all phases of project implementation lifecycle.
- Knowledge of software implementation methodology.
- Ability to negotiate consensus among diverse groups.
- Excellent time management skills with demonstrated experience in managing project teams.
- Detail orientation with strong organization skills.
- Experience with Microsoft Enterprise Project is preferred.
- Experience leading a Kronos module implementation is required.

Network Security Engineer

The Senior Network Security Engineer is an IT professional with responsibility for designing, implementing and supporting network security solutions for the organization. In collaboration with members of the Architecture and Engineering, Systems Administration, Database Administration, IT Development and Application Support teams, the Senior Network Security Engineer will implement practical solutions to secure the States network infrastructure and ensure regulatory compliance requirements are met.
This includes the on-going maintenance and management of hardware and software that secures the organization's network, analyzing and troubleshooting problems and monitoring for potential network security problems or incidents.

Duties & Responsibilities

- Installation, configuration, maintenance and support of border protection network devices (firewalls, VPN, etc.)
- Network Traffic monitoring; early detection and fast reaction to unexpected “suspicious" situations (i.e. unusual traffic volume, port attacks, rogue devices in the network, etc.).
- Network design and security
- Web and network security exploit identification
- Intrusion detection/prevention and network traffic analysis
- Security event analysis and monitoring
  Monitor compliance with information security procedures and policies using NIST 800 standards and 20 critical controls to ensure compliance with, but not limited to, HIPAA, FTI, CMS, SSA and PCI
- Liaising with colleagues on the development of new designs and standards
- Work with project teams to design and implement secure network connectivity solutions
- Provide an escalation path for operations and deployment staff to resolve problems
- Evaluate and certify new technologies or new versions of existing products
- Integrate new products into the infrastructure
- Act as escalation point to resolve security and regulatory compliance problems
- Write and maintain technical documentation including design docs, test plans, project plans, procedures, incident reports and troubleshooting guides
- Complete and in-depth knowledge of network management& security technologies and approaches. (DMZ design, IPSec, proxies, RADIUS, Network intrusion detection sensors)
- Thorough understanding and knowledge of network operating systems, network equipment and networking protocols
- Sound knowledge of security techniques, latest protocols and defenses against new viruses and other attacks
- Basic ability to program scripts and batch files is helpful
- Working knowledge of MS Office, MS Visio and MS Project
- Ability to translate security policies and procedures into technical architectures and/or configuration settings
- Strong organizational, problem-solving, written and communication skills
- Ability to quickly learn new technologies and concepts and apply that knowledge effectively
- Ability to work both independently and with a team to accomplish multiple tasks and projects
- Ability to create technical documentation and network diagrams as deliverables to customers in a timely manner
- Work with little supervision and is self-motivated
- Ability to multitask
- Experience with production troubleshooting
- Experience with integration of vendor products into a complex IT environment
- Vendor Management experience
- Project management skills

ADDED Supplement 2, Computer Aid, Inc., Region 2, Northeast & Caribbean, 4/24/18

Senior Consultant

The Senior Consultant is responsible for evaluating existing systems and/or new user needs to analyze, design, recommend, and implement information system changes. Consultants typically are familiar with a variety of the field's concepts, methodologies, practices, and procedures and rely on experience and judgment to plan and accomplish goals. Consultants are able to perform a variety of complicated tasks with minimal or no direct supervision. Defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization. Consults with client to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.

May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to and/or receives strategic direction from an executive or a manager.

Senior Consultant 1 (SC1)

Years of Relevant Experience:	8 to 11 years
Preferred Education:	4 year college degree or equivalent technical study or advanced degree
Role Description:	• Understand government business process and operations. • Ability to transition business processes into business and technical requirements. • Project Management experience. • Review, analyze, and evaluate business systems and user needs. • Work well with IT and functional areas. • Design architecture for an organization on an enterprise level. • Evaluates and revises business processes. • Leads and directs the work of others. • Anticipates and resolves issues. • Set deadlines, assigns responsibilities, and monitors progress. • Proficient in one or more project management tools. • Ensure that all project goals are accomplished according to specifications and business objectives. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items. • Anticipate, identify, track and resolve issues and risks affection own work and work of the project team. Develop contingency plans as necessary. • Consistently provides accurate and detailed estimates. • May analyze or recommend commercially available software or other IT architectural components. • Execution of all responsibilities with little direct supervision. • Proficient in one IT architectural discipline. • Proficient in developing and providing high-level executive briefings. • Mentor and coach peers. • Provide knowledge transfer to peers.

Senior Consultant 2 (SC2)

Years of Relevant Experience:	12 to 20 years
Preferred Education:	4 year college degree or equivalent technical study or advanced degree
Role Description:	All roles specified in SC1 plus the following: • Provide strategic consultation direction to management.

	• Provide measurable intellectual capital in developing solutions and solving problems. • Experience developing architectural components to functional, technical and industry standards. • Coordinate work with other IT professionals on system development teams. • Generally aware of new developments in industry and process and has ability to apply them to work as appropriate. • Proficient in more than one IT architectural discipline defined as information technology, computer programming, computer security, computer systems analysis, database management, information systems, internet applications and development, software development and related fields. • May manage or oversee the tasks and priorities of one or more supervisors or team leaders. • Advise client on alternate methods of solving need or problem, or recommends specific solution. • Mentor and coach peers and subordinates. • Provide knowledge transfer to peers and subordinates.

Senior Consultant 3 (SC3)

Years of Relevant Experience:	More than 20 years
Preferred Education:	4 year college degree or equivalent technical study or advanced degree
Role Description:	All roles specified in SC2, plus the following: • Develop executive management presentations and reports. • Engage in ongoing process improvement. • Detailed functional and process knowledge of their discipline(s). • Utilize deep modeling, design and assembly skills. • Builds system's capability which reflects the highest state of technical sophistication consistent with the organization's needs and budget. • Recommends insights that contribute to overall organization's strategic management. • Consults with management to determine information requirements of management, scientists, or engineers, determine boundaries and priorities of new projects, and discuss system capacity and equipment acquisitions. • Reviews project feasibility studies and makes recommendations. • Provides independent verification and validation. • May assign and schedule work, or delegate work to subordinate managers and supervisors, and review work performed. • May prepare proposals and solicit sale of systems analysis, programming and computer services to outside firms or agencies. • Mentor and coach managers, peers and subordinates. • Provide knowledge transfer to managers, peers and subordinates.

ADDED Supplement 3, Covendis, Region 1, New England, 5/14/18

Enterprise Integration Software Engineer

Creates, designs and provides maintenance for enterprise integration software and provides analyzing, testing, assessing and implementing programming applications. Supports and installs applications and operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on established guidelines and instructions to perform daily job functions. Advanced levels: Creates and designs new software by analyzing, testing, assessing and implementing programming applications. Supports and installs applications and operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level in this field. Usually reports to an executive. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in a related area.

IIS Interface Analyst/Subject Matter Expert

A subject-matter expert (SME) or domain expert is a person who is an authority in a particular area or topic. The term domain expert is frequently used in expert systems software development, and there the term always refers to the domain other than the software domain. A domain expert is a person with special knowledge or skills in a particular area of endeavor.

IIS Immunization Project Manager/CDC SME

Individuals with successful IIS Immunization project management/CDC SME experience limited to projects of small scope, limited risk and complexity and/or of short duration. Individuals at this level will typically be assigned to manage projects under the direction of a State supervisor or manager. Individuals with this level of experience are suitable for small Client Agency projects with clear, achievable outcomes, or in assignment as project support on larger projects. Individuals at this level can also be used to in the capacity of a Project Controller, provided that they can satisfy the basic requirements of that position. Advanced level: Individuals with a mastery of project management skills, qualifications and experience. This individual shall function effectively with very little supervision, while maintaining a high professional standard. They are assigned to extremely complex and/or high risk projects that reflect the highest priorities of state government. These individuals are comfortable working with the highest levels of state government and are able to contribute to the furtherance of the states' objectives. These individuals have the necessary skills and experience to assist in statewide project portfolio management and/or IT Investment Management.

ADDED Supplement 4, Covendis, Region 1, New England, 5/23/18

Enterprise Integration Architect/Project Manager

Individuals in this position have achieved a mastery level of experience that includes the capabilities of Enterprise Integration Software Engineer who have the knowledge, skills, education and prior experience that involves the full and complete design of enterprise software solutions. Is able to clearly communicate and document designs both at a logical and physical level and work with other technical stakeholders as needed. Individuals with successful project management experience limited to projects enterprise integration of small scope, limited risk and complexity and/or of short duration. Individuals at this level will typically be assigned to manage projects under the direction of a State supervisor or manager.

IT Business Intelligence Architect

The IT BI Architect will be responsible for developing business intelligence solutions according to architectural specifications, integrating with the current ODS, data warehouse, OLAP cubes and reporting tools: ▪ actively participate in architectural and data design sessions for all PCG Education products and client implementations. Be able to communicate data warehouse, data mart, and report design ideas to the teams involved. ▪ Analyze, document specifications and develop ETLs (Integration Services), OLAP cubes (Analysis Services) and reports (Reporting Services). ▪ Work closely with Project Managers, Architects and clients during project implementations. ▪ Create and maintain the logical and physical data models for the production and Business Intelligence data warehouse and data marts. ▪ Develop prototype views and reports of the data, and work with business users both internal and external to refine their requirements. ▪ Demonstrate self-reliance in researching technical solutions and product functionality. ▪ continuously improve upon existing approaches by seeking opportunity to creatively transform current business practices into fresh alternative solutions. ▪ Identify critical integration issues and develop corrective solutions. ▪Requires hands on development and technical guidance to project team members. ▪Other duties as assigned.

IT Business Intelligence Developer

The Business Intelligence (BI) developer is responsible for BI design and development including; dashboards, data visualization, charts, graphs, data migration, ad-hoc reporting, and data validation. Must be proficient in SQL, BI tools including Business Objects, data warehouse concepts, enterprise application systems, processes, and have strong communications skills. ▪ Takes initiative to propose BI solutions to the business and is able to follow the idea from proposal through to implementation. Under limited supervision (working individually or as part of a project team), perform research and build complex analytic solutions to support business operations. ▪ Collaborate with development leads and business analysts to identify needs and set priorities and ensure delivery. ▪ Work with BI teams and business partners to understand the business data and further enable business reporting from various analytical platforms. ▪Analyze user requirements, and based on findings, design and build effective and high performing analytic solutions that are in accordance with business customer priorities and business intelligence/data warehousing best practices. ▪ Design and deliver end-user training and training materials; provide technical support as necessary.