<u>Staffing Support Areas</u>

The Staffing Support procurement method offers the State a flexible means of contracting for temporary IT personnel (Staff). The job titles that can be contracted with this procurement method are classified into five (5) functional areas or Staffing Support Areas:

      Area 1 - [Application Support](#)
      Area 2 - [Technical Support](#)
      Area 3 - [Support Services](#)
      Area 4 - [Information Security](#)
      Area 5 - [Geographic Information System](#)

The Staffing Support Areas and the job titles within each Staffing Support Area are defined below.

Staffing Support Area 1 - Application Support

The Contractor should provide programming/analyst personnel with a wide range of knowledge and experience in, but not limited to, the following:

- Performing services to ensure that IT system modifications capitalize on agency architectures and State IT standards;
- Providing system modifications that are interoperable and interface with other systems and networks;
- Providing system modifications that are reliable and easily maintainable;
- Providing support for web-enabled applications that includes, but is not limited to:
  - Develop, test and deliver Web sites, applications and components;
  - Develop site navigation by categorizing content and funneling traffic through content;
  - Develop site content and graphics by designing images, icons, banners, audio enhancements, etc.;
  - Write Hypertext Markup Language (HTML) code, Dynamic HTML code, JavaScript code, Java code, C#, C++, ASP, .NET, Php, Visual Studio.NET, Adobe Flex, IBM Curam Framework v5.2 and higher, JSP, and XML code;
  - Translating requirements into Web-based solutions, including complex Web sites;
  - Integrating Web pages and applications to serve as stand-alone Web sites or the front-end to Web-based applications;
  - Using Internet protocols or Web-based technologies, such as, but not limited to: HTML, PERL, Javascript, Java, Websphere and Apache;
  - Design and develop Portal(s);
  - Provide Web site branding;
  - Utilize numerous software applications related to Web site development, including, but not limited to: Frontpage, Visual Studio, Adobe Photoshop, Adobe GoLive, Homesite, Active Server Pages, JavaScript, Cold Fusion, VBScript, MS Access, SQL Server, Internet Information Server, Index Server, HTML, Websphere, Apache, Dynamic HTML, XML, NOTES/DOMINO, Oracle Portal, IBM RAD and MyEclipse, DOORs Next Generation, AGS Zena and other related products;
  - Design and develop GIS applications for the ArcGIS platform;
  - Apply new and emerging technologies to Web page development;

- o Provide services within Web Applications that include imaging, digitizing, workflow and electronic document management;
- o Code, configure and maintain middleware such as HATS Webservices, iWay Products that migrate data between legacy Natural systems and Web-based system (from DB2 to Adabas);

- Providing modifications to in-house and vendor-supplied applications software;
  - o Programming languages and software tools utilized include, but are not limited to: COBOL, CICS, NATURAL/ADABAS, Shadow, Shadow Studio, Advanced Function Presentation (AFP), C++, C#, JAVA, VISUAL BASIC 6, POWER BUILDER, Visual Studio.NET, FORTRAN, SAS, GIS, Adobe Flex, IBM Curam Framework v5.2 and higher, ASG Zena, WAS 8, JBoss 5, Adobe Livecycle ES4 Designer, Mobius, NAM, Rational Administrator, Python, DATABUS (PL/B), Sharepoint, SAP ABAP, Oracle Business Intelligence, Oacel Discoverer, Oracle Apex, IBM RAD v7 and higher, Web Services, Host Access Transformation Services (HATS) macros and webservices, Corticon, iWay Products (Service Manager, Data Migrator, Data Steward Portal, Master Data Center, and Data Quality Center) and Crystal Reports;
  - o Data access technologies utilized include, but are not limited to: DB2, Oracle, ADABAS, Microsoft SQL Server, Microsoft Access, PostgreSQL, and VSAM;
- Provide support of mobile applications for both iOS and Android platforms using HTML, CSS JavaScript (i.e. Apache Cordova). Support includes, but is not limited to:
  - o Design and delivery of cross platform mobile applications either through Web, Hybrid or Native approaches and frameworks;
  - o Utilization of native technologies or mobile frameworks such as HTML5, PhoneGap / Cordova, JavaScript, CSS3, JQuery Mobile, Objective C;
  - o Integration through web services and APIs and the common standards such as XML, JSON, Rest and OAuth;
- Participating in a conversion from one software application to a new software application;
- Participating in a conversion of data from one database to another database;
- Providing modifications to Enterprise Resource Planning (ERP) solutions;
- Provide advanced level support for Ricoh ProcessDirector processing;
- Develops, test and debugs code for the support of a record and information management system; Provides ongoing application, infrastructure and technical support to ensure business continuity. Plans system upgrades and patches, establishes fail-over plans, and oversees testing environments.

IT Job titles for this Staffing Support Area 1 include:

Application Programmer
The duties of an Application Programmer include, but are not limited to:
- Individually meet with users to determine needs; write program and/or system specifications and guidelines for moderate size systems;
- Provide technical assistance to less experienced or less knowledgeable employees; serve as liaison between programmers and other supervisory personnel;
- Design, code, compile, test, debug, modify and document new or existing applications programs within accepted standards, procedures and guidelines;
- Demonstrate advanced knowledge/use of JCL (or other control languages) and system utilities in the applications environment;

- Identify, research and resolve program, machine, data, or system software problems, frequently on an individual basis in consultation with other employees and/or users;
- Review the work of programmers for assigned systems responsibility to ensure data integrity and availability;
- Assist in the evaluation of user requests for changes to determine specific tasks and effects on existing programs and systems; discusses and explains program and system modifications to users and writes user guides and other documentation;
- Analyze changes, enhancements, and/or systems designs to ensure data integrity and availability.

Senior Application Programmer
The duties of a Senior Application Programmer include, but are not limited to:
- Individually respond to computer system emergencies and resolve problems independently or in consultation with other Information Technology applications staff or end user personnel;
- Research and resolve program, machine, data or system software problems of a highly technical nature, frequently interacting with other employees, supervisors, or users;
- Provide expert advice, assistance or guidance of a highly technical nature concerning specialized application tools, hardware, software, or databases;
- Provide specialized training to Information Technology applications staff on databases, tools, techniques, and procedures relevant to applications maintenance and development;
- Research new developments in hardware and software and keeps abreast of the latest developments and studies involving computer-related procedures and methods;
- Design, code, compile, test, debug, modify, and document new or existing highly complex applications programs within accepted standards, procedures and guidelines;
- Implement complex in-house and vendor-supplied applications software;
- Evaluate, analyze and prepare information and recommendations on technical solutions or options related to operating and managing an information system;
- Independently define data elements; design structures for databases; write and compile definitions and descriptions of data elements into dictionary form for use by professionals and users. Write user guides and other documentation; meet with users to determine needs and parameters to evaluate results; train users in programs or systems;
- Evaluate and analyze requests for enhancements or development projects of a highly complex nature;
- Solely responsible for the preparation and supervision of formal system test procedures of highly complex application systems;
- Prepare and monitor work plans and schedules to ensure timeliness, data integrity, and availability on a project basis.

Application Administrator
The duties of an Application Administrator include, but are not limited to:
- Oversee the installation, administration, configuration and support of applications (e.g. Salesforce, Filenet, SummationPro, Nagios, Jira, Jama, AWS, Azure, Oracle APEX, Tableau, PowerBI, SAP Portal, SAP BO, SAP GW, Lotus Notes/Domino, Oracle APEX);
- Coordinate enhancement, modifications or upgrades with users, developers, business analysts, infrastructure teams, governance groups, and change management teams with a goal of aligning testing processes;

- Produce documentation related to the provisioning, maintenance and support of the system;
- Produce roll-back procedures and information related to validation and components;
- Provide training to new users and take the lead when troubleshooting system problems;
- Ensure process control activities are aligned with system performance.

Senior Application Administrator

The duties of a Senior Application Administrator include, but are not limited to:
- Provide advanced expertise for the administration, configuration and support of applications;
- Architect application deployment processes and strategies that align with State standards for application monitoring, lifecycle management, failover disaster recovery and security;
- Provide expertise with integration with State Enterprise Architecture Services, specific APIs, identity management, document repositories and related services;
- Design application-specific failover process and strategies to ensure services align with defined Service Level Agreements;
- Develop integration strategies and validation processes such that audit capabilities are incorporated and easily utilized.

Application Database Administrator

The duties of an Application Database Administrator include, but are not limited to:
- Knowledge and experience with DB2, Oracle, ADABAS, Microsoft SQL Server, Microsoft Access, PostgreSQL, and VSAM;
- Provide primary database architectural and administrative support (Data Modeling, Attribution, Referential Integrity and Database Security);
- Evaluate, and recommend changes to the database environment based on analysis of the monitoring effort;
- Oversee the physical database design including physical file characteristics, backup and recovery requirements, security requirements and physical space requirements dictated by the database design;
- Recommend additional software based on the analysis of available software and Database Management System (DBMS) requirements;
- Supervise the installation and testing of DBMS software; create and manage database objects – schemas, views, tables, stored procedures, triggers, partitioning, cluster and indexing strategies;
- Provide the audit ability of the database to insure data integrity, detection of missing data, late transaction reporting and untimely error correction;
- Evaluate and complete a conversion from one database to another database (structure and data);
- Conduct backup and recovery via Image Copy, Flashcopy, etc.; reorganize databases;
- Conduct performance monitoring and tuning.

System Database Administrator
The duties of a System Database Administrator include, but are not limited to:
- Responsible for architecture, design, build, configuration, upgrading, administration, monitoring, maintenance and security of database system;
- Responsible for software upgrades, implementation of planned maintenance, security, operating system and firmware patches;
- Provide database strategies to maintain and improve system integrity;
- Troubleshoot incidents; determine root causes, find/implement solutions.

Graphics Designer
The duties of a Graphics Designer include, but are not limited to:
- Meet with State staff to determine the scope of a project;
- Advise State on strategies to reach a particular audience;
- Determine the message the design should portray;
- Create images that identify a product or convey a message;
- Develop graphics for logos and websites;
- Select colors, images, text style, and layout;
- Present the design to State;
- Incorporate changes recommended by the State into the final design;
- Review designs for errors before printing or publishing them;
- Ensure that coding standards are met; optimizing the web architectures for navigability and accessibility;
- Utilize specialized graphic design software to prepare designs;
- Keep up to date with the latest software and computer technologies;
- Plan site design by clarifying goals; designing functionality;
- Develop site navigation by categorizing content; funneling traffic through content;
- Develop site content and graphics by coordinating with copywriters and graphic artists; designing images, icons, banners, audio enhancements, related site enhancements;
- Prepare site by installing and configuring server software; installing programming language using authoring and formatting tools; ensuring cross-platform compatibility; establishing links;
- Establish locatability by registering with search engines;
- Upgrades site by updating content and graphics; monitoring performance and results; identifying and evaluating improvement options; introducing new technology; maintaining links;
- Protect site by designing and installing security precautions;
- Maintain site appearance by developing and enforcing content and display standards; editing submissions;
- Provide information by collecting, analyzing, and summarizing data and trends.

Staffing Support Area 2 - Technical Support Services

The Contractor should provide technical support personnel with a wide range of knowledge and experience in, but not limited to, the following:

- Work that requires the assistance of a technician to resolve problems encountered by end users. Work may be performed remotely or onsite for users located in central or geographically dispersed offices. Common examples include a desktop or laptop computer failure, a printer or server failure, connectivity problems, or any other localized

issue that cannot be resolved by the end user. Examples of specific staff assignments include but are not limited to:

- o Create service tickets and update tickets appropriately as work is performed and as status changes;
- o Maintain, troubleshoot, and support printers and other peripherals;
- o Install, configure, and deploy desktop and telephone hardware and software;
- o Manage user access (establish user accounts, reset passwords, etc.);
- o Perform moves, adds, and changes;
- o Troubleshoot and resolve desktop and telephone hardware and software issues;
- o Publish applications, upgrades, and fixes to end users' desktops;
- o Configure, install, and deploy new workstations;
- o Support for mobile devices such as a Blackberry and active sync devices such as Android phones and iPhones, with password protection and enabled and remote wipe functionality;
- o Perform training/instruction;
- o Develop User Guides;
- o Administer centralized systems for configuration management and service management;
- o Administer centralized systems for endpoint security and encryption;
- o Administer centralized systems for user and device profile management;
- o Administer centralized systems for user and device policy management;
- o Provide end user and operational support for Records Management services. Duties include providing desktop support, identifying and resolving issues with imaging equipment and resolving public accessibility issues.

- Support services for the maintenance, operation, and monitoring of IT assets, whether within the data center or in remote locations. It includes hardware, software, networks, and facilities. At the highest level, it addresses the ITIL Technical Management Function and the Operations Management Function which in turn consists of IT Operations Control and Facilities Management. Staff may be assigned to analyze, design, procure, install, deploy, configure, test, monitor, maintain, operate, and/or troubleshoot components of the IT infrastructure. Because OTS supports a variety of technical environments, the technical skills, experience, and certifications required for any given placement will be specified by the Tier Two SOW. Examples of specific staff assignments include, but are not limited to:
  - o Responsible for architecture, design, build, configuration, upgrading, conversion, administration, monitoring, maintenance, recovery and security of DB2 LUW (Linux, Unix, Windows), MySQL, SQL Server (2008 and higher), Microsoft Access, ADABAS, or Oracle (v10-v12) databases;
  - o The design, development, implementation and optimization of Microsoft Exchange Server. Will troubleshoot incidents, determine root causes and find/implement solutions. Will assist in software upgrades, implementation of security patches and planned maintenance;
  - o Resolving problems with Active Directory (AD) issues; create architectural documentation for AD infrastructure improvements; analyze, design, document and deploy large scale AD environments; participate in AD migration and consolidation projects; assist in development and maintenance of Group Policy, user account management, backup and restore management of AD objects, and auditing;
  - o Operation, maintenance and support of Microsoft Windows Server/database/SAN platforms located in State data centers which includes monitoring, alerting, troubleshooting, provisioning, configuring hardware and software, patching, upgrading, and performance monitoring/tuning; assist with data center migrations, server upgrades, and operating system and firmware patching.

- Administration, maintenance, optimization and debugging of Unix/Linux operating systems and associated software, and infrastructure management from provisioning and configuration to orchestration and reporting;
- Working closely with various State staff as part of a VMware Support team to create and maintain a strong hardware and software solution for the VMware environment. Will support architectural development and also deployment of new installations and solutions in an ever expanding VMware environment. Duties include maintaining the VMWare environment to a defined availability target; diagnose technical and operational software problems on installed systems with resolution within defined SLA's; diagnose and solve hardware problems, working with vendors as applicable; plan and/or schedule installations of new server hardware and associated supporting peripherals; plan and test new VMWare releases and software products, and coordinate upgrade projects; monitor, track and compare system performance using testing, monitoring, and analysis tools;
- Resolving problems with Lotus Notes and Domino systems; create and maintain architectural documentation for Domino infrastructure improvements; administer, analyze, design, document, deploy, and maintain large scale Domino environments through such areas as clustering, expanded monitoring configurations and replication/mail routing topologies; participate in Domino migration and consolidation projects; assist in development and maintenance of Domino policy, user account management, backup and restore management of email and applications objects, and auditing; assists with Domino software upgrades, implementation of security patches and planned maintenance;
- UNISYS Clearpath Dorado Mainframe support for installing, configuring, and implementing OS2200 solutions. Duties include installation of new software product versions/releases; research and apply proactive software maintenance; providing input on infrastructure architecture; conduct production readiness inspections of change events, assessing impacts and risks; develop wellness check scripts, processes and procedures; assist with root cause investigation; and documenting changes to infrastructure configuration;
- Installing, configuring, and implementing IBM mainframe z/OS solutions. Duties include installation of new software product versions/releases; research and apply proactive software maintenance; providing input on infrastructure architecture; conducting production readiness inspections of change events, assessing impacts and risks; develop wellness check scripts, processes and procedures; assist with root cause investigation; and documenting changes to infrastructure configuration;
- Installing, configuring, customizing, troubleshooting IBM mainframe z/VM and z/LINUX operating systems and related components. Duties include provisioning and driving technology roadmaps; diagnosing, isolating, and debugging software problems and performing problem resolution; reviewing and designing system software and hardware builds and analyzing system options and impacts on the overall infrastructure; developing and documenting the framework for integration and implementation for changes to technical standards; coordinating installation, testing, and maintenance of systems software; and reviewing security patches and audit requirements for additions or changes to the system;
- Installing, configuring, customizing, troubleshooting IBM mainframe DB2 for z/OS. Duties include installation of new software product versions/releases; researching and applying proactive software maintenance; and assisting with diagnosing problems and performing problem resolution;
- Installing, configuring, customizing, troubleshooting ADABAS and related products for z/OS. Duties include installation of new software product versions/releases;

researching and applying proactive software maintenance; and assisting with diagnosing problems and performing problem resolution;

o Identifying State requirements for the architecture and configuration of appropriate IBM mainframe DASD solutions; identifying issues and assisting in the resolution of those issues; and recommending options for advanced functions relative to System z and to open systems;

o Design, installation, configuration and maintenance of IBM mainframe tape storage systems and to monitor system performance and system capacity and report on those characteristics on a regular basis;

o Assistance with data storage, backup, restore, archive, day-to-day administration, and maintenance of the storage infrastructure (EMC, Compellent, EqualLogic, IBM DS Family, IBM SVC, HP). Duties will also include working incident tickets, problem resolution and service requests for routine configuration, restoration and recovery, higher level issues escalation, troubleshooting, and resolution; monitor and report on utilization and capacity metrics; and assist with data migration as part of data security and information lifecycle management;

o Assist with storage administration in an enterprise NAS environment (QNAP, Dell, EMC, Synology, D-Link). Duties include installation, configuration, testing and implementing storage management software and hardware; monitor and report on performance, use and availability of storage resources; troubleshoot storage related issue and take appropriate actions; define and adhere to service level agreements regarding storage allocations, limitations and availability; and respond to and resolve storage access and retrieval issues;

o Assistance with implementation and support of the State's backup storage infrastructure (IBM Tivoli Storage Manager, CommVault, Dell AppAssure, Vranger, EMC Avamar). Duties include studying and analyzing the performance and capacities of the systems and peripheral equipment/systems and prepare plans for future expansion and upgrades; assist in ensuring all servers are running at optimal capacity; proactively identify opportunities for improvements to existing processes and for automation of time-consuming tasks; design, test, document, and implement security or regulatory standards to harden managed systems; install system patches and application updates; conduct audit compliance assessments and initiate corrective actions; devise, apply and monitor backup and recovery solutions to ensure protection of data; and resolve incident management tickets as they arise and ensure timely resolution;

o Assistance with designing, supporting, and maintaining tape storage devices (IBM 3584 and 3494 Tape Library). Duties include planning, scheduling, coordinating system changes; administering enterprise level backup solutions; monitor and troubleshoot storage performance; and recommend storage infrastructure solutions;

o Assistance in administration and support of the State's fiber channel network system. Duties include network monitoring, performance analysis, and fault / problem management; Brocade router / switch configuration implementation, troubleshooting and maintenance; and performing network planning, performance management, capacity planning, testing and validation, risk assessment, benchmarking, and security impact analysis;

o Assistance in administration and support of the State's iSCSI infrastructure. Duties include network monitoring, performance analysis, and fault / problem management; perform Dell switch configuration, implementation, troubleshooting and maintenance; and performing network planning, performance management, capacity planning, testing and validation, risk assessment, benchmarking, and security impact analysis.

- Network and Network Security Support Services consisting of the administration of policies adopted to prevent and monitor authorized access, misuse, modification, or denial of a computer network and network-accessible resources. Network security involves the authorization of access to data in a network, which is controlled by the network administrator. Users choose or are assigned an ID and password or other authenticating information that allows them access to information and programs within their authority. Network security covers a variety of computer networks, both public and private, that are used in everyday jobs; conducting transactions and communications among businesses, government agencies and individuals. Networks can be private, such as within a State agency, and others which might be open to public access;
- Publish/Deploy applications features and tools, upgrades, patches and fixes to end users' desktops for standard software to include, but not limited to: Microsoft Windows XP and Windows 7, Microsoft Office Suite, Lotus Notes, MicroStation, Projectwise, and other CAD and GIS related software packages;
- Install/Configure new workstations, hardware, device drivers, system BIOS, firmware upgrades, security patches; local printing/plotting/scanning capability including large format hardcopy devices to include, but not limited to: HP and OCE' plotters and scanners;
- Capacity planning and relocation assistance for equipment purchased, replaced/displaced or upgraded;
- Perform training/instruction, user guide development.

IT job titles for this Staffing Support Area 2 include:

End User Technical Support Analyst
The duties of an End User Technical Support Analyst include, but are not limited to:
- Responsible for Level 1 service desk support and is the first contact for answering any calls to the help desk. These staff will evaluate the caller's request and provide basic troubleshooting and assistance to resolve the request;
- Responsible for basic onsite/desk-side hardware and software device support including basic troubleshooting, hardware replacement and software installation;
- Responsible for remote software and device support and problem resolution which includes advanced troubleshooting, installation and configuration.

Senior End User Technical Support Analyst
The duties of a Senior End User Technical Support Analyst include, but are not limited to:
- Responsible for Level 1 or Level 2 service desk support and may be the first contact for answering any calls to the help desk or will be the first level of escalation to resolve a request. These staff will perform basic and advanced phone and remote support and troubleshooting to resolve requests;
- Responsible for Basic or Advanced onsite/desk-side hardware and software device support including troubleshooting, hardware replacement, software installation and configuration tasks;
- Responsible for managing the backend systems to support the End User computing environment including Configuration and Asset Management, Antivirus and Threat Protection systems, Service Management and Network Printing systems.

Data Center Technical Support Analyst
The duties of a Data Center Technical Support Analyst include, but are not limited to:
- Perform assigned tasks of increasing complexity in the installation and maintenance of system software packages;

- Code, compile, test, debug, modify, and document new or existing in-house software utilities;
- Assist programmers and users in interfacing their application systems with system software packages, and in resolving program logic errors;
- Define data elements; design and implement logical and physical structures for databases; writes and compile definitions and descriptions of data elements into dictionary form for use by professionals and users;
- Design and write operating systems programs to support database use and management in applications programming; documents programming efforts; updates dictionary and modifies database software;
- Implement and maintain database security, maintenance utilities, and documentation;
- Perform system programming language support in accessing and creation of databases;
- Install and provide day-to-day end user support of the local area network by identifying, analyzing, testing and correcting program, machine, data, or procedural problems;
- Research, test and document network (LAN/WAN/Enterprise) operating systems, application software products, and associated peripheral hardware;
- Compile and maintain documentation of hardware and software configurations;
- Install software and hardware in order to manage, monitor and otherwise support an extensive computer systems network;
- Assist in implementing a communications system connecting the various components of an enterprise network;
- Assist in monitoring performance and efficiency of an enterprise network.

Senior Data Center Technical Support Analyst
The duties of a Data Center Technical Support Analyst include, but are not limited to:
- Evaluate and recommend the selection of vendor supplied software packages; recommend and prepare specifications for modifications and customization of purchased software;
- Coordinate the installation, maintenance, and modification of vendor-supplied software (e.g., operating systems, communications managers, database management systems, compilers) for a system or complex network supporting applications critical to state business functions;
- Coordinate the design, development, and installation of in-house software packages (or modifications to vendor packages) by designing work and specifications. Consult regularly with vendors concerning software and/or hardware problems, resolutions, and system and network performance;
- Advise end-users, administrators, and technical support personnel performing network design, designing and providing documentation, instruction, problem analysis and education pertaining to specific and highly complex areas of software and network performance;
- Assist in establishing departmental policy with regard to data definition and data relationships, database design, database implementation, database operation, database security, and data accessibility;
- Perform database planning and administration, establishment of database standards and procedures, database security, database documentation, and application technical support;
- Review and determine the feasibility and advisability of proposed additions and modifications to the database;

- Install and customize software and hardware in order to manage, monitor, and otherwise support an extensive enterprise computer systems network (including mainframe(s), LANs and/or WANs, communications lines, etc.);
- Monitor network hardware resources through the implementation of a network inventory system.
- Design and implement a communications system connecting the various components of an enterprise network;
- Consult with vendors in the evaluation of software and hardware used in the management of the enterprise network;
- Consult with users on various requirements and participation in the enterprise network;
- Monitor and evaluate performance and efficiency of an enterprise network;
- Establish and manage configuration data on network software and hardware components;
- Monitor all attached devices in a complex LAN environment, such as work stations, servers, bridges, multi-station access units, etc.; analyzing performance, diagnosing performance problems, and performing load balancing.

Network Engineer
The duties of a Network Engineer include, but are not limited to:
- Responsible for configuration and installation of edge switches/routers;
- Provisioning and troubleshooting basic network services (port activations, vlan/subnet creation, basic routing configuration, etc.);
- Interfacing with OTS customers and telecommunications vendors as needed;
- Configure products from multiple switch/router vendors, including but not limited to Cisco, HP, and Enterasys.

Senior Network Engineer
The duties of a Senior Network Engineer include, but are not limited to:
- Responsible for design of complex networks, configuration and installation of core and aggregation switches/routers;
- Provisioning and troubleshooting advanced network services (advanced routing configuration, QoS, VOIP, etc.). Must be familiar with and able to configure products from multiple switch/router vendors, including but not limited to Cisco, HP, and Enterasys.

Network Security Engineer
The duties of a Network Security Engineer include, but are not limited to:
- Responsible for configuration and installation of basic small office firewall/IPS/VPN systems;
- Configuration of edge switches/routers as needed to support security architectures;
- Provisioning and troubleshooting basic network security services;
- Basic installation/provisioning of wireless LAN security;
- Configure products from multiple security vendors, including but not limited to Fortinet, Cisco, and AirTight.

Senior Network Security Engineer
The duties of a Senior Network Security Engineer include, but are not limited to:
- Responsible for the design of complex network security implementations;
- Configuration and installation of complex firewall/IPS/VPN systems;
- Configuration of switches/routers as needed to support security architectures;

- Provisioning and troubleshooting advanced network security services;
- Installation / provisioning / troubleshooting of wireless LAN security;
- Installing and managing SIEM systems;
- Configure products from multiple security vendors, including but not limited to Fortinet, Cisco, and AirTight.

Disaster Recovery Support Specialist
The duties of a Disaster Recovery Specialist include, but are not limited to:
- Assist in the coordination and establishment of disaster recovery programs and business resumption planning across mainframe and client server platforms;
- Coordinate and monitor simulation testing across all platforms;
- Design and administer programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery;
- Facilitate the preparation of an organization-wide business resumption plan;
- Maintain and improve the IT Service Continuity processes and tools used to protect critical business processes from the potential damage or loss that may be caused as a result of a disruption to the service;
- Develop and maintain supporting infrastructure and application IT Service Continuity recovery plans and risk mitigation strategies;
- Assess change efforts that may impact State's ability to maintain resiliency;
- Identify likely contingency scenarios that may jeopardize State's system availability; develop and maintain response plans procedures to respond to these scenarios; train employees and service providers to ensure their readiness to these scenarios;
- Plan and coordinate disaster recovery tests including actual failover events, emergency response simulations, tabletop exercises, and documentation reviews; measure capability against defined program KPIs, processes, procedures, and policies to manage State's IT Service Continuity ability to meet defined business requirements;
- Monitor and report on ability to meet performance targets and service levels; monitor and report investigation results of breaches of availability targets and service non-availability, and track and report on required remedial action;
- Report on tracking KPIs and dashboards to provide management with data that provides measures of success.

Staffing Support Area 3 – Support Services

Support services encompass functions which, while not specific to information technology, are often necessary components. The Contractor should provide personnel with a wide range of knowledge and experience in, but not limited to, the following:
- Administration
- Business Analysis
- Documentation
- IT Application Testing
- Information Management
- Training

Job titles for this Staffing Support Area 3 include:

Administrative Assistant
The duties of an Administrative Assistant include, but are not limited to:
- Providing day-to-day administrative support to IT operations;
- Preparing routine reports;
- Assisting analysts, managers, and technicians with formatting, scanning, and printing documents;
- Scheduling meetings;
- Performing temporary, possibly repetitive, administrative functions such as reorganizing or populating paper or electronic files; or entering data;
- Providing operational support for records and information management activities including the operation of equipment, scanning, document review and document classification.

Business Analyst
The duties of a Business Analyst include, but are not limited to:
- Define and document business functions and processes;
- Analyze the integration of business functions with technology;
- Maintain a working knowledge of accounting, procurement, finance or contract management;
- Assist with business case development and business process reengineering;
- Consult with management and personnel to identify, define and document business needs and objectives, current operational procedures, problems, input and output requirements;
- Recommend new processes that yield operational efficiencies;
- Conduct cost-benefit analysis;
- Develop or assist with project work plans, project timelines;
- Develop or assist with ITBs, RFIs, RFRs, TORFRs, RFPs and contracts. The Business Analyst should be familiar with State of Louisiana procurement laws and procedures, and also have experience in developing technical specifications and negotiating with vendors to acquire IT assets.

Audit Services Staff Auditor
The duties of an Audit Services Staff Auditor include, but are not limited to:
- Support the audit management in preparing audit programs;
- Evaluate information/management system, internal controls and management procedures;
- Conduct defined audit procedures that assist in improving processes and performances;
- Collect and analyze data gathered from auditing processes;
- Document/report audit findings;
- Recommend process/procedural improvements.

Documentation Specialist
The duties of a Documentation Specialist include, but are not limited to:
- Documenting system functionality, system design, all related system requirements;
- Composing or editing of technical documentation or end user guides;
- Maintain and disseminate documentation as needed.

Records and Information Management (RIM) System Analyst and Developer
The duties of a RIM System Analyst and Developer include, but are not limited to:
- Develop, test and debug code for the support of a record and information management system;
- Provide ongoing application, infrastructure and technical support to ensure business continuity;
- Provide support for records and information management activities including the operation of equipment, scanning, document review and document classification;
- Plan upgrades and patches, establish fail-over plans, and oversee testing environments.

IT Tester
The duties of an IT Tester include, but are not limited to:
- Testing IT systems and processes building defined test scripts for completion;
- Run test scripts to validate custom-developed software;
- Testing all aspects of application components for compliance with the provided specifications;
- Run network tests to isolate a performance issue;
- Provide technical/non-technical knowledge transfer of testing processes.

Trainer
The duties of a Trainer include, but are not limited to:
- Training users in a class or online environment;
- Perform curriculum design and development;
- Design and populate training databases;
- Development of automated scripts;
- Conduct training programs for general staff in areas of records and information management procedures, workflows, policies, regulations and handling public records requests;
- Develop records and information management user guides and training materials.

Project Manager
The duties of a Project Manager include, but are not limited to:
- Provide day-to-day project management support;
- Creation of project documentation: daily, weekly, semi-monthly and monthly status reports; project schedules and plans, meeting minutes, risks and issues, other documentation as needed;
- Activity and resource planning;
- Analyzing project risks and issues, help identify ways to mitigate risks;
- Process monitoring;
- Monitor project deliverables;
- Conduct cost/benefit analysis;
- Documentation of specifications and requirements tracking.

Scrum Master
The duties of a Scrum Master include, but are not limited to:
- Guide a team and organization using Agile/Scrum best practices, methodologies and values.

- Assess the Scrum maturity of the team and organization and coaching the team to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organization;
- Remove impediments or guide a team to remove impediments;
- Facilitate completion of work assignments, assigning, or dictating work assignments;
- Facilitate discussion, decision making, team building and conflict resolution;
- Assist with internal and external communication, improving transparency, and radiating information; supporting product managers to maximize return on investment (ROI) and meet the organization's objectives;
- Support and educating the Product Owner, to include, but not limited to grooming and maintaining the product backlog;
- Engage in agile delivery utilizing best agile methodology (i.e. Scrum, Kanban, SAFe, XP, etc.);
- Provide support to a team using a servant leadership style whenever possible, and leading by example.

Staffing Support Area 4 – Information Security

The Contractor should provide Information Security personnel with a wide range of knowledge and experience in, but not limited to, the following:
- Development and implementation of security mechanisms of all available types (technical, organizational, human-oriented and legal) in order to keep information in all its locations (within and outside the organization's perimeter) and, consequently, information systems, where information is created, processed, stored, transmitted and destroyed, free from threats;
- Defending information, both physical and electronic, and information systems from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction;
- Experience with EndPoint Protection, Vulnerablility Management Solutions, Mobile Device management, custom automation, SIEM, Access Controls, and advanced configuration of Microsoft Active Directory.

Job titles for this Staffing Support Area 4 include:

Information Security Engineer
The duties of an Information Security Engineer include, but are not limited to:
- Customize, validate, administer and support a variety of enterprise wide information security platforms, systems, frameworks and applications, based on requirements provided by management;
- Produce implementation plans, assessments, diagrams, and standard operating procedures;
- Validate vulnerabilities while reviewing for false positives.

Senior Information Security Engineer
The duties of a Senior Information Security Engineer include, but are not limited to:
- Design, customize, validate, document, deploy, and support a variety of enterprise wide information security platforms, systems, frameworks and applications;

- Produce implementation plans, assessments, diagrams, and standard operating procedures;
- Capable of validating vulnerabilities while reviewing for false positives.

Senior Information Security Analyst

The duties of a Senior Information Security Analyst include, but are not limited to:
- Design, implement, administer, and support multiple information security platforms, systems, frameworks, and applications;
- Perform internal security risk assessments, security risk assessments of third party business partners, and detailed security risk assessments of various technologies. (Examples include directory services, database platforms, client and server operating systems, programming languages, web services, firewalls, remote access technologies, messaging platforms, encryption solutions, wireless technologies, internally-hosted applications, externally-hosted applications, and cloud services);
- Maintain knowledge of current and emerging security, compliance, and technical developments;
- Identify current and potential future vulnerabilities and collaborate with appropriate leaders to identify, recommend, and develop risk remediation plans, and to track remediation outcomes and timelines;
- Work with management team to administer, maintain, and continuously improve regulatory compliance and internal controls, investigate known or suspected security incidents, support internal and external audits, and assist in the development of appropriate audit response Management Action Plans;
- Provide project management best practices to initiate, manage, and close projects, often simultaneously across a variety of projects;
- Create and maintain a variety of documents related to projects and information security.

Senior Penetration Tester

The duties of a Senior Penetration Tester include, but are not limited to:
- Perform penetration tests of web applications, web services, mobile applications, network infrastructure, and other computer systems as assigned;
- Present written findings to teams, providing details of the vulnerabilities discovered as well as recommended remediation steps;
- Utilize network mapping, enumeration, and scanning tools in addition to being proficient in manual scripting and customizing exploitation packages.

Staffing Support Area 5 – Geographic Information System (GIS)

The Contractor should provide geographic information system support with a wide range of knowledge and experience in, but not limited to, the following:
- Design, development and implementation of framework for gathering, managing and analyzing and presenting spatial or geographic data; GIS application for ArcGIS platform;
- Defend information, both physical and electronic, and geographic information systems from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction;
- Delivery and maintenance of geographic software systems for analysis, data management and visualization.

Job titles for this Staffing Support Area 5 include:

GIS Technician
The duties of a GIS Technician include, but are not limited to:
- Manage geographic software systems, data management;
- Provide knowledge of geographic software system functions;
- Provide support to data users;
- Manage administrative day-to-day responsibilities.

GIS Data Architect/Analyst
The duties of a GIS Data Architect/Analyst include, but are not limited to:
- Manage geographic software systems, data management, reporting and supports data users
- Provide specialized knowledge of geographic software and spatial data;
- Provide administrative database functions such as: database design, data extraction, data transformation and loading;
- Manage database modification for integration and implementation of geographic software systems solutions;
- Implement data solutions and work to determine technological GIS needs;
- Develop, schedule and implement database maintenance plans.

GIS Program Manager/Specialist
The duties of a GIS Program Manager/Specialist include, but are not limited to:
- Support day-to-day responsibilities of managing staff and overall systems;
- Work in a developmental and managerial capacity to implement the use of technology to collect geographic data for analysis, visualization and planning;
- Provide specialized support to organization to assist with data analysis for problem solving and achieving organizational objectives.

GIS Configuration Engineer
The duties of a GIS Configuration Engineer include, but are not limited to:
- Design, develop and implement GIS data solutions;
- Customize, validate, administer and support a variety of tools used to manage geographic information systems;
- Provide specialized knowledge and skill set in the use of geographic software;
- Utilize data, maps, application and other resources to assist organization in decision-making and innovative technology solution.