

The Tri-Com Consulting Group, L.L.C.
ITB 09ITZ0047, IT Professional Services

Category	Classification code	Title and Description	Hrly rate	Daily Rate
Project Management	1	<p>Designs, plans, and coordinates work teams. Follows the state's System Development Methodology (SDM) as well as industry practices such as the PMI's framework. Understands business and technical objectives of a project and works closely with project sponsor. Creates project charter and work plan and tracks budget and schedule progress via appropriate metrics. Establishes project organization and methodologies and defines roles and responsibilities. Documents risks and develops mitigation plans. Manages scope. Creates and implements a communication plan. Builds an effective team, assigns tasks to team members, and evaluates outcomes. Negotiates resources. Communicates to stakeholders and project sponsor. Identifies, tracks, and ensures resolution of issues and removal of barriers. Provides technical support to project team members. Handles complex application features and technical designs. Designs and implements the components required for complex application features. Generally manages a group of applications system analysts. Relies on experience and judgment to plan and accomplish goals. Professional certification is highly desirable. May require specific PC, workstation, operating system, application or platform skills. Provides overall direction to the formulation, development, implementation, and delivery of a project. Exercises management responsibility over the achievement of performance, revenue, and profit objectives of a project and its contracts. Ensures that the project plan maintains tasks, schedules, estimates, and status, and disseminates information to team members and customers. Creates a structure and organization for the management of a complex environment with emphasis on quality, productivity, and consistency. Directs corrective actions in any area where performance falls below objectives. Arranges for the assignment of responsibility to other supporting facilities, business areas, and support functions, and monitors their performance. Self-directed and independent. Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project.</p>	See Below	See Below
	1.1	<p>Project Manager 1 <u>1- 5</u> years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</p>	\$67.83	\$542.64
	1.2	<p>Project Manager 2 <u>6-9</u> or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</p>	\$73.15	\$585.20

	1.3	<p>Project Manager 3 10 or more years of experience, shares experience and judgment with teams to plan and accomplish goals, leads groups in performing a variety of highly complicated tasks at the program and portfolio management level, a wide degree of creativity and latitude is expected.</p>	\$86.45	\$691.60
Project Administrator	2	<p>Responsible for the general administration of an established project and bringing it to a satisfactory conclusion, including all related final documentation, according to established policies and guidelines. Supports the project management processes. This includes understanding project goals, deadlines, and financial boundaries to best allocate resources, benchmarking, scheduling project meetings and deadlines and general coordination. Creates and/or updates Resource "Burn Down" plans for SDM RAD activities. Assists in the development of Project Plan by supporting the needs of the Project Manager with the identification of resources, tasks, stakeholding, etc. Examines technical and technology documentation for completeness and latest versions. Maintains contact with project's service providers and user representatives to ensure timely activity, integration and efficient use of resources to meet requirements. Manages project issues and risk logs. Takes proactive and corrective action as necessary and within established guidelines. Coordinates practical details and care of the final product including assembly and transfer of operational and maintenance documentation. Under the direction of the Project manager, properly closes all contract/SOW documentation upon final completion and ensures all payments are processed. Assists in the transition of resources in and out of the project. Under the direction of the Project Manager, closes all project documentation and archives appropriate records.</p>	See Below	See Below
	2.1	<p>Project Administrator Relevant entry-level training in PM and technology of the project. Must possess foresight, analysis and logic skills. Exceptional time management and multi-tasking skills. Strong attention to detail. Intermediate Excel and MS Project skills required. Familiarity with Project Management Software packages. Experience working with budgets, billing, and contract review is preferred. Must be customer focused.</p>	\$38.57	\$308.56

Software Engineering	3	<p>Architect: Leads planning, design and development of the core technology and architecture of large-scale distributed systems, midrange to client server and n-tier e-commerce applications and solutions; designs systems integration plans; develops moderate to complex software modules; populates an application host and configuration matrices using industry standard strategies; leads application design sessions, and develops general and detailed design specifications for moderate to complex systems; Leads design and development of the database architecture including relational data structures, data marts, data dictionaries and logical and physical data models; develops strategies for data acquisitions, archive recovery, integration and implementation enterprise databases; Assist in migration and integration of data and processes from legacy systems to new applications and new technologies. Assists in the development of information systems blueprints, design patterns, templates for best-in-class software development and to ensure high levels of software re-use and the migration towards a service-oriented architecture (SOA). Provides guidance for Enterprise Wide Technology Architecture (EWTA). Develop processes and procedures that allow the company to fully exploit its data assets. Documents and communicates the architecture to all levels of the organization, including data architects, design specialists, application developers and management.</p> <p>Analyst/Developer: Plans, designs, develops and tests the software programs; develops and implements application design and programming standards; captures business requirements using industry standard frameworks and tools; converts business requirements to systems and program specifications; maps design components to the requirements traceability matrix; conducts code reviews; designs and develops GUI forms, screens, reports and application interfaces; Develops and maintains new release strategy; plans and coordinates the and new build releases and system deployment activities; installs, and configures applications host files on the servers and user desktops; performs application user and security administration; identifies the system bottle necks, analyzes and debugs complex software programs for optimal performance; performs application upgrades and provides ongoing maintenance and production support; develops system installation and operating procedures; writes end-user manuals, and trains the staff. Develops functional and non-functional requirements and handles change management activities; develops and maintains the test cases and test plans; performs unit, system, integration and stress testing; identifies and troubleshoots defects and carries overall responsibility over QA.</p> <p>Database Administrator: Designs, develops, administers and tunes enterprise relational databases; installs, and configures database software on the standalone and high-availability servers; creates and manages links and replication between multiple database instances; monitors and manages database bottlenecks, memory, storage, file systems and resource utilization for optimal performance; performs day-to-day operations in support of our enterprise business Systems; writes and applies utilities for system management, reporting, file clean up and auditing; performs database access/security administration. Plans, coordinate and implements database upgrades and periodic security patches; handles database exports and imports, and develops and implements database recovery plans and procedures; participates in disaster recovery exercise; oversees the scheduling of database projects, transaction log backups and notifications; develops and maintains operations manuals.</p>	See Below	See Below
	3.1	<p>Software Engineer 1 <u>1-2</u> years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</p>	\$46.55	\$372.40

	3.2	Software Engineer 2 3-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	\$65.17	\$521.36
	3.3	Software Engineer 3 6-9 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.	\$73.15	\$585.20
	3.4	Software Engineer 4 10 or more years of experience, shares experience and judgment with team to plan and accomplish goals, leads groups in performing a variety of complicated tasks, mentors less experienced staff, a wide degree of creativity and latitude is expected.	\$86.45	\$691.60
Systems Engineering	4	Help Desk: Provides technical assistance to computer system users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Provides service and preventive maintenance activities on terminals, printers, personal computers, etc. Implement shared software, such as operating systems, configuration management tools, applications and development tools. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Basic knowledge of electrical/mechanical principles and basic electronics. Read and comprehend technical service manuals and publications. Able to diagnose and repair products by replacing worn or broken parts, and making technical adjustments. Makes appropriate use of reference publications and diagnostic aids in resolving technical problems. Strong communication skills. Assist with changes, upgrades and new products, ensuring systems shall operate correctly in current and future environment. Supports and maintains user account information including rights, security, and systems groups. Supports asset management processes. Provide accurate and complete answers to general use and administrative environment questions in a timely manner. Communicate accurate and useful status updates. Manage and report time spent on all work activities. Ability to work in a team environment.	See Below	See Below

Technical Support: Maintains, analyzes, troubleshoots, and repairs computer systems, hardware, and computer peripherals. Documents, maintains, upgrades or replaces hardware and software systems. Performs basic operation, monitoring, installation, trouble shooting, or maintenance of computer equipment. Identifies and resolves basic data communications problems. Provides assistance in the design, development, and maintenance of various system applications. Provides technical assistance and support for applications and hardware problems. Installs, maintains, moves, and assists in testing and upgrading new and existing hardware/software. Assists in monitoring and providing assistance on the use and interface of systems, subsystems, and software applications. Prepares or assists in the preparation of service record documentation. Shows awareness of standards and regulatory requirements related to assigned tasks. May assist in the review and recommendation of the procurement of information resources hardware or software. May write and update personal computer and mainframe application programs. Knowledge of the practices, principles, and techniques of computer operations, of information systems, of computer software and hardware, and of information security policies and procedures. Skill in the use and support of personal computers, in the use of applicable programs and systems, and in troubleshooting information systems. Maintains the necessary security controls. Ability to operate information technology systems, to communicate effectively, and to train others. Makes presentations and briefings for training sessions. Prepares briefings, reports, and evaluations on system efficiency and utilization. May be responsible for accessing data from and transferring data to various local, state, or federal databases. May supervise the work of others.

See Below

See Below

Networking: Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Install and maintain network hardware and software. Serves as contact for remote network locations to obtain clarification of problems and to identify solutions or corrective actions. Assists in maintaining the local area network or wide area network, cable and hub installations, and inventories. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. Assists in maintaining the network's physical and logical structures and in installing and testing hardware and software. Coordinates the development, implementation, and maintenance of a local area network or wide area network. Monitors and/or performs procedures for backup, recovery, and archival of files stored on the network. Plan, coordinate, and implement network security measures. Assists in performance tuning and capacity planning activities to enhance the performance of the network resources and in maintaining network support software. Maintains network support software, analyzes user support statistics, and recommends appropriate measures. Prepares and analyzes statistics on network utilization and availability. Communicates with vendors, users, management, and network programming staff. Conducts product evaluations of upgraded or new hardware and software—identifying strengths, weaknesses, and potential benefits to the agency—and recommends enhancements to network facilities. Experience in local or wide area network work. Knowledge of network facilities and data processing techniques; of personal computer hardware and software; of network operating system and security software; and of performance monitoring and capacity management tools. Prepares training courses and provides user support and training in the use of available hardware, software, and utilities. May supervise other network support and client server specialists.

See Below

See Below

4.1

Systems Engineer 1

1-2 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

\$37.24

\$297.92

	4.2	Systems Engineer 2 3-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	\$50.54	\$404.32
	4.3	Systems Engineer 3 6-9 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.	\$57.19	\$457.52
	4.4	Systems Engineer 4 10 or more years of experience, shares experience and judgment with team to plan and accomplish goals, leads groups in performing a variety of complicated tasks, mentors less experienced staff, a wide degree of creativity and latitude is expected.	\$69.16	\$553.28
Business Analyst	5	Develops and maintains the business requirements that include functional, non-functional and technical requirements; assists in the development and maintenance of business processes, data and work flow modeling in simple and complex environments with emphasis on quality, productivity, and consistency; compares business units functions and trends with industry standard best practices, and recommends the strategies to improve the quality of business processed and services; provides overall formulation of Business Requirements documentation and ensures that the requirements are implemented according to the documentation provided by working closely with the Project Manager and Application Development Teams; Defines, develops and implements QA plans and procedures; creates or assists in the development of Test Scripts, Test Cases and scenarios to ensure that the Business Requirements are correctly adhered to; creates and maintains overall test strategy and plan for the projects; identifies and tracks the defects, and assists in the development of overall test summary reports; May be required to assist in the formal testing of an application to ensure that the Business Requirements are satisfied correctly. Acts as the liaison between the business and technical teams.	See Below	See Below
	5.1	Business Analyst 1 1-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures related to Business Analysis. Relies on limited experience and judgment to plan and accomplish business goals. A certain degree of creativity and latitude is required. 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.	\$57.19	\$457.52
	5.2	Business Analyst 2 6 or more years of experience, relies on experience and judgment to plan and accomplish business goals, independently performs a variety of complicated tasks related to business requirements, a wide degree of creativity and latitude is expected. Familiarity with the use of standard market Testing tools. May be asked to assist in RFP development.	\$62.51	\$500.08

Telecommunications Specialist	6	Plans, designs, specifies, selects, configures and coordinates installation of voice, data, and video telecommunications systems and services from small to large scale. Specifies and evaluates products and services for statewide contracts. Prepares budgetary, cost benefit and technical analysis of new or enhanced telecommunication systems and services, coordinates efforts between agencies and telecommunications product and service providers, performs related duties as required. Determines performance criteria for systems, services, and contractors and writes contract specifications and service level parameters. Monitors industry and regulatory trends and best practices. Provides consultation to users of systems and network services. Reviews estimates, plans and specifications. Assesses and recommends interface specifications for existing and planned systems. Performs engineering and/or project management functions for telecommunications projects. Optimizes systems and network services for cost and operational efficiency. Develops business continuity options for telecommunications systems and services. Performs quality assurance and acceptance certification. Oversees, reviews, and evaluates performance of contractors in accordance with contractual specifications and terms. Analyzes and assures compliance with electrical and fire codes; state, federal and local regulatory and licensing requirements. Knowledge of telecommunications systems, network architecture and operational characteristics; knowledge of telecommunications regulatory and industry history and current environment, including Federal Communications Commission and Public Utility Control agency functions; knowledge of cabling infrastructure standards and technologies; knowledge of radio and wireless products and services; knowledge of current and emerging telecommunications network services; knowledge of radio communications systems; ability to analyze and evaluate solutions; ability to resolve complex telecommunications problems; ability to plan, organize and coordinate multi-agency and multi-stakeholder projects; oral and written communication skills; ability to translate business needs into telecommunications solutions; interpersonal skills. May require specific PC, workstation, operating system, application or platform skills. Prepares and presents options, recommendations and reports for business clients and upper management.	See Below	See Below
	6.1	Telecommunications Specialist 1 1- 5 years of experience in the telecommunications field. Familiar with standard concepts, practices, and procedures within the field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.	\$42.56	\$340.48
	6.2	Telecommunications Specialist 2 6 or more years of experience, relies on significant experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, utilizes previous project and analytical experience to provide a wide range of options and best practices, a wide degree of creativity and latitude is expected.	\$57.19	\$457.52
Technical Writer/Web Content Designer/Graphic Artist	7	Technical Writer: Writes and edits program and system documentation, user manuals, training courses and procedures; defines, documents, and maintains architecture-related processes, standard operating procedures and creation of well-crafted technical documentation; creates and maintains project style sheets for assigned documentation and Web projects; assesses the usability of existing information products and recommending enhancements to improve their usability; conducts peer reviews and editing of information products created by other team members.	See Below	See Below

		<p>Web Content Designer: Develops the voice for all aspects of the organization's online presence; supports the maintenance, development, and enhancement to all customer web sites; maintains a consistent look and feel throughout all web properties; keeps the websites current with emerging web technologies through relevant blogs, listservs, and events; writes, edits, and proofreads the site content that includes crafting site promotions, email newsletters, banners, surveys and online outreach campaigns; coordinate web projects across departments; develops and maintains the master content calendar for all web properties; oversee freelancers, including writers, copyeditors and community outreach organizers; archives Assure web-based information for future reference; track and report on all site metrics, works cooperatively with key team members, clients and vendors.</p> <p>Graphic Artist: Creates designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts; determines size and arrangement of illustrative material and copy, and selects style and size of type; uses computer software to generate content; marks up, pastes, and assembles final layouts to prepare layouts for printer; draws and prints charts, graphs, illustrations, and other artwork, using computer; reviews final layouts and suggests improvements as needed; confers with clients to discuss and determine layout design; develops graphics and layouts for product illustrations, company logos, and Internet websites. Keys information into computer equipment to create layouts for client or supervisor. Studies illustrations and photographs to plan presentation of materials, products, or services; prepares notes and instructions for workers who assemble and prepare final layouts for printing; develops negatives and prints to produce layout photographs, using negative and prints developing equipment and tools. Photographs layouts, using camera, to make layout prints for supervisors or clients; produces still and animated graphics for on-air and taped portions of television news broadcasts, using electronic video equipment.</p>	See Below	See Below
			See Below	See Below
	7.1	<p>Technical Writer/Web Content Designer/Graphic Artist 5 years of experience developing and maintaining technical documentation; experience with report writing and technical requirements analysis, business process modeling/mapping, methodology development, and data modeling; experience importing data for use in report software, spreadsheets, graphs, and flowcharts; thorough understanding of information design and development concepts considerable exposure to the operation and analysis of relational database software and standards, as well as data retrieval methodologies; Excellent technical, research, analytical, interpersonal, written, and oral communication skills. Experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks; a wide degree of creativity and latitude is necessary to meet project needs and expectations.</p>	\$38.57	\$308.56
Program Manager	8	<p>Program Manager: Manages groups of related projects, including the supervision of multiple project managers, overall budget, policy and design recommendations. Works directly for an Executive Sponsor who has budget and policy authority.</p> <p>Designs, plans, and coordinates work teams. Follows the state's System Development Methodology (SDM) as well as industry practices such as the PMI's framework. Understands business and technical objectives of a project and works closely with project sponsor. Creates project charter and work plan and tracks budget and schedule progress via appropriate metrics. Establishes project organization and methodologies and defines roles and responsibilities. Documents risks and develops mitigation plans. Manages scope. Creates and implements a communication plan. Builds an effective team, assigns tasks to team members, and evaluates outcomes. Negotiates resources. Communicates to stakeholders and project sponsor. Identifies, tracks, and ensures resolution of issues and removal of barriers. Provides technical</p>	See Below	See Below

		<p>support to project team members. Handles complex application features and technical designs. Designs and implements the components required for complex application features. Generally manages a group of applications system analysts. Relies on experience and judgment to plan and accomplish goals. Professional certification is highly desirable.</p> <p>May require specific PC, workstation, operating system, application or platform skills. Provides overall direction to the formulation, development, implementation, and delivery of a project. Exercises management responsibility over the achievement of performance, revenue, and profit objectives of a project and its contracts. Ensures that the project plan maintains tasks, schedules, estimates, and status, and disseminates information to team members and customers. Creates a structure and organization for the management of a complex environment with emphasis on quality, productivity, and consistency. Directs corrective actions in any area where performance falls below objectives. Arranges for the assignment of responsibility to other supporting facilities, business areas, and support functions, and monitors their performance. Self-directed and independent. Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project.</p>		
	<p>8.1</p>	<p>Program Manager 10 or more years of experience in the field or in a related area. Familiar with federal and state statutory environments, policy-making organizations within the state, standard concepts, practices, and procedures within a particular field. Shares experience and judgment with multiple project managers and their teams to plan and accomplish multiple sets of parallel goals, leads groups in performing a variety of highly complicated concurrent tasks at the program management level, a wide degree of creativity and latitude is expected, as well as the ability to interact with political and executive decision-makers as required by the program..</p>	<p>\$120.00</p>	<p>\$960.00</p>