

RFP Number: ISD-201002-CT

Project Title: Master Agreements for Technical Staff Augmentation Services

RFP Attachment C

Classifications

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1. Applications IT Architect – Analyzes and designs the architecture for software applications and enhancements, including the appropriate application of frameworks and design patterns and the interrelationships of components and interfaces; provides solutions to business-critical complex problems; supports problem research and resolution as a lead team member; performs related work as assigned.
2. Application Support Analyst – Coordinates the tracking, research, and solutions for defects and service requests relating to existing automated systems; facilitates communication between application users and the helpdesk staff, 3rd party helpdesk staff, and support and maintenance teams in the prioritization and tracking of incidents and requests; serves as subject matter expert to the application team on the operations and functionality of automated applications; performs related work as assigned.
3. Application Tester – Responsible for writing test cases and test plans, executing test cases, investigating potential defects, logging defects, reporting test results, organizing and participating in test plan walkthroughs, functional and system integration testing, preparing traceability matrix to reflect test coverage, and prioritizing test requirements and organizing test cases accordingly.
4. Application Testing Lead – *See Application Tester.* In addition, provides lead direction and work review of project staff and/or performs and coordinates complex and specialized work.
5. Business Applications Analyst – Performs professional-level analytical work while serving as a functional liaison with Information Services staff in coordinating the functional/business unit activities related to the requirements gathering, use cases, process documentation, development, training, testing and use of information management applications. This position provides the subject matter expertise to support the development and configuration of an application.
6. Sr. Business Applications Analyst – *See Business Applications Analyst.* In addition, provides lead direction and senior level subject matter expertise, and work review of project staff and/or performs and coordinates complex and specialized work to include defining test plans, training plans and recommendations for business process reengineering.
7. Business Systems Analyst - Plans and conducts the business process analysis to system mapping design, testing and functional documentation of new and existing automated systems; works with other business systems analysts, application managers and development teams to achieve business objectives and maintain client satisfaction. Works closely with business users to ensure best practices and adherence to the Software development Life Cycle (SDLC).

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8. Sr. Business Systems Analyst – See Business Systems Analyst. In addition, provides lead direction and work review of project staff and/or performs and coordinates complex and specialized work.
9. Data Modeler – Consults with business process owners, functional analysts and Subject Matter Experts (SMEs) to gather knowledge of business processes in order to develop effective data warehousing solutions. Performs detailed data analysis and develops data models based on business requirements and data warehousing principles. Designs, develops, configures, and executes loading of data from source system extractions creating a flexible, scalable, supportable and analytical reporting system.
10. Database Administrator – Responsible for the day-to-day technical support and administration of application databases including but not limited to installations, performing and supporting upgrades, applying support packages and patches, monitoring and managing database performance, maintaining multi-landscape environments through copies and refreshes, coordinating with 3rd party vendors to resolve software/hardware issues, and responsible for ensuring optimum performance of the database and that it is in compliance with IS security and technical policies/procedures.
11. Enterprise IT Architect – Consults, researches, evaluates, and recommends technical solutions particularly for new and/or shared infrastructure solutions to support the successful attainment of the judicial branch enterprise strategy. Analyzes and evaluates that various technologies are appropriate for business requirements, compatible with existing infrastructure, and that technologies are deployed in an optimal configuration
12. Infrastructure/Operations IT Architect – Consults and performs complex and specialized work in analysis, design, testing, and implementation of complex infrastructure environments, including hardware, operating systems, and middleware components; interfaces with 3rd party vendors and staff to ensure that goals and objectives are met; supports problem research and resolution; performs related work as assigned.
13. IT Developer - Designs, codes, configures, tests and debugs applications in various software languages. Performs software analysis, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software testing, quality assurance, and performance tuning. Supports, maintains, and documents software functionality. Analyzes support issues, interacts with vendors as necessary, and develops viable solutions. Develops and supports applications using best practices and complies with AOC development standards.

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14. IT Developer Lead – See IT Developer. In addition, leads a group of IT Developers in design and development of various software systems. Works with business analysts to define software requirements and assess feasibility of design within time and cost constraints. Identifies programming effort and assigns to technical team. Performs code reviews, develops software, conducts unit testing, coordinates/assists in integration and user testing, and ensures development and maintenance of appropriate technical documentation. Coordinates knowledge transfer for cross training. Leads problem resolution working with peers and vendors. Assists in the development of technical and documentation standards and ensures that they are being followed.
15. IT Program Manager – Responsible for all aspects of a complex technology program including but not limited to the management of various project plans and scopes; budgets and expenditures; resource availability; coordination and liaison with business partners, 3rd party vendors and/or courts; budgetary and management reporting; and compliance with policies and procedures.
16. IT Project Manager – Day to day responsibilities for running complex technical projects throughout all stages of system development life cycle. Develops and maintains project plans; defines resources and schedule for implementation; creates and executes strategies for risk mitigation and contingency planning; plans and ensures timely creation and review of project deliverables and milestones; efficiently identifies and solves project issues; ensures quality documentation is created and maintained; and manages and resolves conflicts within groups.
17. Network Engineer – Responsible for overseeing the installation, configuration and maintenance of networked information systems. Supports the administration of servers; manages system back-up and restore protocol; documents network problems and resolutions; performs troubleshooting analysis; monitors system performance and implements performance tuning; oversees software and network security; and manages user accounts, permissions, email, anti-virus, and anti-spam.
18. Quality Assurance Analyst – Designs, automates, and executes test plans, scripts, and test data creating to ensure the quality of software applications and enhancements; supports research, triage and resolution for both production and testing incidents; performs related work as assigned.
19. Release Analyst - Coordinates implementation of code builds into various environments and supports production implementations. Researches and resolves defects. Identifies configuration table problems and suggests solutions. Coordinates implementation of data scrubs devised by the database analyst.

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20. Release Manager - See Release Analyst. Manages the activities of one or more Release Analysts. Serves as focal point for all activities in support of the application throughout the system development life cycle phases and its impacts to data center operations.
21. Security Analyst – Provides analysis of application data flows from the client, through a layered security model, and to the servers for problem resolution. Responds to security alerts generated by IDS/IPS probes and identifies at risk components. Takes measures to protect infrastructure and preserve information for forensic purposes. Guides support staff to proper closure of risk points. Provides third level support to network related issues.
22. Service Delivery Manager – Assists in providing service delivery by providing oversight and direction of resources based upon priorities, project management and technical leadership, integrates project schedules and manages program activities within the technology center, assists with 3rd party vendor management as well as supporting user groups. Assists with process improvement initiatives and management reporting.
23. Technical Analyst – Provides technical project oversight and serves as technical lead for various technology projects. Serves as the liaison with 3rd party vendors, conducts and documents technical assessments, validates business requirements, generates conceptual diagrams, and provides subject matter expertise on shared infrastructure and security components.
24. Technical Construction Analyst – Develops and maintains technology standards. Reviews proposals and technical design submissions. Participates in architectural design review sessions and provides feedback on design suitability. Provides technical oversight on network systems utilizing an integrated backbone that consolidates LAN, telephony, audio visual, security, and building automation system connectivity.
25. Technical Writer – Produces technical documentation for internal and external audiences; develops communication strategies and plans, and executes related written material; and develops and maintains department, program, and project content for publication.
26. TIBCO Development Engineer – Responsible for designing, developing, implementing and maintaining large scale high availability systems using the TIBCO suite of software; creating technical specifications; performing unit and integration testing and providing technical and functional testing support; preparing project life cycle documentation; and provide maintenance and operations support for data exchanges.

END OF RFP ATTACHMENT C