



FEDERAL BUSINESS SYSTEMS CORP. (FBSCGov)

25055 RIDING PLAZA #200 CHANTILLY VA 20152 Ph: 877-489-2115 Fax: 302-397-2752 www.fbscgov.us.com

Billing Analyst

Minimum/General Experience: Three to Five years experience processing accounts payable and account receivable. Experience using Wide Area Work Flow is a plus.

Responsible for providing support to customers and various group personnel to explain and generate standard reports, input data on system and facilitate payment through collection efforts. Receives no instruction on routine work, general instructions on new assignments. Uses professional concepts to solve a variety of problems. Works on assignments that are semi-routine in nature where judgment is resolving problems and making recommendations to supervisor. Follows standard practices and procedures in analyzing situations or data from which answers can be readily obtained.

Minimum Education: Associates degree in finance or accounting. Familiarity with accounting software such as Quickbooks or Peachtree.

Customer Service Specialist I

Minimum/General Experience: Two to Four years of customer service experience within an IT environment.

Provides customer service support activities. Interacts with clients via telephone and e-mail to resolve problems beyond the scope of junior staff members. Performs fault isolation in regard to customer utilization of the wide area network, applications or provisioning support. Executes required procedures and tools in support of registration activities. This may includes phone and in-person support to users and serves as the initial point of contact. Interacts with customers via e-mail and telephone, evaluates data submissions for accuracy and compliance with defined policies and standards in the creating of trouble tickets, scheduling and tracking of preventative and remedial maintenance activities. Enters data, corrects data forms, and participate in testing of data processing software. Provides technical assistance/guidance to fellow staff members.

Minimum Education: Associates degree in Computer Science or an IT related field

Customer Service Specialist II

Minimum/General Experience: Three to Five years of customer service experience within an IT environment.



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Directs or participates in a help desk workgroup that provides customer service support activities. Tasks are performed at an advanced level. Interacts with clients via telephone and e-mail to resolve problems beyond the scope of junior staff members. Identifies solutions to requirements caused by changes in policy, system upgrades, or advances in technology. Coordinates the design, development, and testing of software to implement these solutions. Responds to client queries regarding network operation, registration, and security. Documents client questions and resolutions. Establishes work procedures and tools in support of registration activities. Functions as task leader or other support staff, and provides technical guidance and training to junior staff member. Provides functional guidance, supervision, technical support, training, and quality assurance/quality control to lower level personnel.

Minimum Education: Associates degree in Computer Science or an IT related field

Help Desk Analyst

Minimum/General Experience: Three to Five years IT Help Desk Experience, providing direct customer support in a technical environment.

Functional Responsibility: Works independently in providing advanced support to computer users with questions regarding computer use, applications software, data file access, data communications, and other technical problems. Handles a variety of complex problems in software applications or platforms such as data communication, client-server development, dial-up configuration or network connectivity. Answers complex technical questions regarding the use of personal computer hardware and software related to network communications. Works directly with users to provide customized solutions utilizing company standard software products and services. Simulates or recreates user problems to resolve operating difficulties. Recommends system modifications to reduce user problems. Evaluates and prioritizes solutions with users and provides an estimation of work and time schedule. May provide work direction and guidance to others. Acts as a well-developed technical resource fully capable of handling a variety of complex problems.

Minimum Education: Associates degree in Computer Science or an IT related field.



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LAN/ MAN/ WAN Network Integrator I

Minimum/General Experience: Five years LAN, MAN and WAN integration experience, including planning, design, installation, maintenance, management.

Functional Responsibility: Responsible for overall integration of service delivery arrangements involving LANs, MANs, and WANs including the planning, design, installation, maintenance, management and coordination of agency LAN/MAN/WAN interfaces with the customer's telecommunications service providers. Responsible for the technical, architecture, and engineering changes to customer LANs/MANs/WANs. Maintains technical currency and studies contractor equipment and services to determine those that best meet the customer's needs. Presents information to management, which may result in purchase and installation of hardware, software, or telecommunications services. Is typically an experienced technical contributor with advanced knowledge and experience in the area of local and wide area networking, communications, and related hardware/software (e.g., bridges, gateways, routers, multiplexers, hubs). Recommends network security procedures and policies. Knowledgeable in many network topologies, protocols, and interfaces (e.g., Frame Relay, ATM, GigE). Also experienced in working in a multiple operating systems environment (e.g., Desktop, Server, Network Operating System).

Minimum Education: Bachelors of Science Degree

LAN/ MAN/ WAN Network Integrator II

Minimum/General Experience: Five years LAN, MAN and WAN integration experience, including planning, design, installation, maintenance, management.

Functional Responsibility: Responsible for overall integration of service delivery arrangements involving LANs, MANs, and WANs including the planning, design, installation, maintenance, management and coordination of agency LAN/MAN/WAN interfaces with the customer's telecommunications service providers. Responsible for the technical, architecture, and engineering changes to customer LANs/MANs/WANs. Maintains technical currency and studies contractor equipment and services to determine those that best meet the customer's needs. Presents information to management, which may result in purchase and installation of hardware, software, or telecommunications services. Is typically a top level technical contributor with advanced knowledge and experience in the area of local and wide area networking, communications, and related hardware/software (e.g., bridges, gateways, routers, multiplexers, hubs). Recommends network security procedures and policies. Knowledgeable in many network topologies, protocols, and interfaces (e.g., Frame



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Relay, ATM, GigE). Also experienced in working in a multiple operating systems environment (e.g., Desktop, Server, Network Operating System).

Minimum Education: Bachelors of Science Degree

Network Engineer I

Minimum/General Experience: Two to Four years installing, configuring and operating networks in highly complex environments.

Functional Responsibility: Possesses knowledge of LAN/WAN design and implementation. An understanding of TCP/IP and routing protocols is needed. Attention to detail is required in managing complex changes to customer networks. Provides assistance in designing the network and security platforms, as well as, support of the network. Other responsibilities include involvement in security audits, assessments, design, implementation and configuration. As a more entry-level technical contributor, works with project managers, business analysts and contractors on security solutions to address customer's security requirements. Researches and provides information on security related solutions. Provides assistance in software evaluations and testing of new and existing security solutions. Functions as an entry level support resource on network products and problems that are in use. Must be able to assume responsibility and work with limited supervision in a professional manner. Possesses familiarity with installing, configuring, and operating networks in highly complex environments with specific protocols and instruct and direct those doing these tasks as well.

Minimum Education: Bachelors of Science Degree

Network Engineer II

Minimum/General Experience: Three to Five years installing, configuring and operating networks in highly complex environments.

Functional Responsibility: Possesses knowledge of LAN/WAN design and implementation. An understanding of TCP/IP and routing protocols is needed. Attention to detail is required in managing complex changes to customer networks. Provides assistance in designing the network and security platforms, as well as, support of the network. Other responsibilities include involvement in security audits, assessments, design, implementation and configuration. An experienced technical contributor, works with project managers, business analysts and contractors on security solutions to address customer's security requirements. Researches and provides information on



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security related solutions. Provides assistance in software evaluations and testing of new and existing security solutions. Functions as an experienced support resource on network products and problems that are in use. Must be able to assume responsibility and work with limited supervision in a professional manner. Possesses familiarity with installing, configuring, and operating networks in highly complex environments with specific protocols and instruct and direct those doing these tasks as well.

Minimum Education: Bachelors of Science Degree

Network Engineer III

Minimum/General Experience: Four to Six years installing, configuring and operating networks in highly complex environments.

Functional Responsibility: Possesses knowledge of LAN/WAN design and implementation. An understanding of TCP/IP and routing protocols is needed. Attention to detail is required in managing complex changes to customer networks. Provides assistance in designing the network and security platforms, as well as, support of the network. Other responsibilities include involvement in security audits, assessments, design, implementation and configuration. An experienced technical contributor, works with project managers, business analysts and contractors on security solutions to address customer's security requirements. Provides supervision over less experienced engineers also provides mentoring for other engineers. Researches and provides information on security related solutions. Provides assistance in software evaluations and testing of new and existing security solutions. Functions as an experienced support resource on network products and problems that are in use. Must be able to assume responsibility and work with limited supervision in a professional manner. Possesses familiarity with installing, configuring, and operating networks in highly complex environments with specific protocols and instruct and direct those doing these tasks as well.

Minimum Education: Bachelors of Science Degree

Network Engineer IV

Minimum/General Experience: Eight to Ten years installing, configuring and operating networks in highly complex environments as well as supervisory experience. Must be able to act as a technical lead, and if required, assume management responsibilities.



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Functional Responsibility: Principal lead network engineer with proven technical ability in LAN/WAN design and implementation. Must have supervisory experience and an excellent understanding of TCP/IP and routing protocols is needed. Attention to detail is required in managing complex changes to customer networks. Act as the technology lead for designing the network and security platforms and technical lead supporting network. Other responsibilities include security audits, assessments, design, implementation and configuration. Provides leadership, direction and vision in the support and deployment of network and security technologies. Works with project managers, business analysts and contractors on security solutions to address customer's security requirements. Researches and provides information on security related solutions. Performs software evaluations and testing of new and existing security solutions. Functions as a third level support resource on network products and problems that are in use. Must be able to assume responsibility and work autonomously in a professional manner. Can install, configure, and operate networks in highly complex environments with specific protocols and instruct and direct those doing these tasks as well. Can assume management responsibilities if required.

Minimum Education: Bachelors of Science Degree

Network Technician I

Minimum/General Experience: Three to Five years working within a complex network environment using a variety of hardware and software.

Functional Responsibility: Monitors and responds to complex hardware, software, and network problems using a variety of hardware and software testing tools and techniques. Provides primary interface with contractor's technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment and network management software.

Minimum Education: Bachelors of Science Degree

Network Technician II

Minimum/General Experience: Three to Five years working within a complex network environment using a variety of hardware and software.



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Functional Responsibility: Monitors and responds to complex hardware, software, and network problems using a variety of hardware and software testing tools and techniques. Provides primary interface with contractor's technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment and network management software. May function as task lead providing guidance and training for less experienced technicians.

Minimum Education: Bachelors of Science Degree

Project/Program Manager

Minimum/General Experience: Five years project management experience.

Functional Responsibility: Responsible for large projects or a significant segment of a large complex project. Translates customer requirements into formal agreements and plans that culminate in customer acceptance of results while meeting business objectives. Works with customer to identify business requirements and develops the proposed solution. Subsequently leads a team in initiating, planning, controlling, executing, and closing tasks of a project or segment of a project to produce the delivered solution. Executes a wide range of process activities beginning with the initial technical response to an order through development, test and final delivery. Formulates partnerships between customer, suppliers, and staff. Anticipates potential project related problems. Uses refined techniques for identifying, eliminating, or mitigating solution, project, and business risks. Understands customer, industry, and business trends. Applies this understanding to meet project objectives. As appropriate, challenges the validity of given procedures and processes to enhance or improve them. Analyzes information and situations and implements actions, independently or through the management team, to ensure project objectives are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.

Minimum Education: Bachelors of Science Degree

Systems Analyst/Programmer I

Minimum/General Experience: Three to Five years designing or analyzing complex information technology systems.



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Functional Responsibility: Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs and documents programs. Works in all phases of applications, systems analysis, and programming activities. Reports findings of analysis to senior project staff and works as a client interface person regarding the development and system status in regards to phases of development.

Minimum Education: Bachelors of Science Degree

Systems Analyst/Programmer II

Minimum/General Experience: Three to Five years designing or analyzing complex information technology systems.

Functional Responsibility: Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs and documents programs. Works in all phases of applications, systems analysis, and programming activities. Provides guidance and training to less experienced analysts/programmers. Reports findings of analysis to senior project staff and works as a client interface person regarding the development and system status in regards to phases of development.

Minimum Education: Bachelors of Science Degree

Systems Analyst/Programmer III

Minimum/General Experience: Four to Six years designing or analyzing complex information technology systems.

Functional Responsibility: Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs and documents programs. Works in all phases of applications, systems analysis, and programming activities. Reports findings of analysis to senior project staff and works as a client interface person regarding the development and system status in regards to phases of development. May function as task lead providing guidance and training for less experienced technicians.

Minimum Education: Bachelors of Science Degree

Systems Analyst/Programmer IV



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Minimum/General Experience: Six to Eight years designing or analyzing complex information technology systems.

Functional Responsibility: Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs and documents programs. Works in all phases of applications, systems analysis, and programming activities. Provides guidance and training to less experienced analysts/programmers. Reports findings of analysis to senior project staff and works as a client interface person regarding the development and system status in regards to phases of development. Must have supervisory experience, provides leadership direction and vision during the testing and deployment of systems. Will be the subject matter expert and have the final say over all aspects of the development, testing and implementation process.

Minimum Education: Bachelors of Science Degree

System Engineer I

Minimum/General Experience: Two to Four years designing and implementing computer networks.

Assists in satisfying complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides support in coordinating with senior representatives within the customer organization to establish and define programs, resources, and risks. Provides some degree of knowledge and experience to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control-related networks. Possesses ability to meet and operate under deadlines.

Minimum Education: Bachelors of Science Degree

System Engineer II

Minimum/General Experience: Three to Five years designing and implementing computer networks.



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Minimum Education: Bachelors of Science Degree

System Engineer III

Minimum/General Experience: Four to Six years designing and implementing computer networks.

Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Coordinates the development, design, and application of solutions implemented by more junior staff members. Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control-related networks. Provides guidance and direction to other professionals, acts in an advisory capacity, coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Bachelors of Science Degree



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System Engineer IV

Minimum/General Experience: Eight to Ten years designing and implementing computer networks.

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

Minimum Education: Bachelors of Science Degree

Technical Writer/Editor I

Minimum/General Experience: Two to Four years preparing and editing technical documents.

Functional Responsibility: Prepares and edits documentation incorporating information provided by the client, specialists, analysts, engineers, and operations personnel. Duties include the writing, editing, and graphic presentation of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation according to defined standards. Is expected to communicate effectively in writing and orally with all levels of technical and management personnel, as required.

Minimum Education: Bachelors of Science Degree or BA in English/Communications

Technical Writer/Editor II

Minimum/General Experience: Three to Five years preparing and editing technical documents.



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Minimum Education: Bachelors of Science Degree or BA in English/Communications