



A CELERIAN GROUP COMPANY

**General Services Administration  
Federal Supply Service  
Authorized Federal Supply Schedule Pricelist**

**Information Technology (IT) Professional Services**

**Karna, LLC.**

Contract Number: GS35F393AA

Contract Period: May 27, 2018 – May 26, 2023

2970 Clairmont Road, Suite 720  
Atlanta, GA 30329

Phone: (678) 861-4134

Fax: (678) 550-9869

Website: [www.karna.com](http://www.karna.com)

Email: [contracts@karna.com](mailto:contracts@karna.com)

Business Size: Large (Other than Small)



**GENERAL SERVICES ADMINISTRATION**

**Federal Acquisition Service**

*Authorized Federal Supply Schedule Price List*

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**<sup>™</sup>, a menu-driven database system. The INTERNET address for **GSA Advantage!**<sup>™</sup> is:  
**<http://www.GSAAdvantage.gov>**.

**Karna, LLC.**

Founded in 2008, Karna provides population health services to governmental and commercial agencies in the areas of science, research, technology, communications, and evaluation. . Karna is part of the Celerian Group as a wholly-owned subsidiary of BlueCross BlueShield of South Carolina. The Celerian Group collectively has more than 6,000 employees with 50 years of experience providing technical and programmatic services to the federal government.

Karna focuses on providing value to our governmental and commercial agencies, not just through competitive rates, but also in ensuring that work is accomplished on time, within budget, and with real results.

Karna works with our clients to develop and/or understand a vision for what needs to be accomplished, we focus on the work and milestones, ultimately achieving the desired results.

Information Technology services is an important part of Karna's portfolio of work, which includes:

**Information Management**

Technology is a means to move forward, not a solution by itself. Our holistic approach examines the system development lifecycle and technologies in the context of key considerations such as enterprise architecture, security, and maintainability. Our iterative approach is compliant with industry best practices and government requirements while promoting frequent client feedback throughout the process. Core services include:

- Full Lifecycle System Development and Maintenance
- Website Development
- Systems Integration
- Data Systems / Integration
- COTS Implementation
- Cyber Security Consulting
- IV&V

**Management Consulting**

We begin with a clear understanding of our client's mission and goals. If the environment requires a new direction, we work with you to review the mission of the organization, create a vision for the future, and establish goals to ensure progress is being made towards the vision. We

can support an organization through the entire planning and execution process, including:

- Strategic Planning
- Program and Project Management
- Program Evaluation
- Business Process Redesign
- Organizational Improvement
- Facilitation Services
- Stakeholder Engagement
- Change Management

### **Health Science and Research**

Emerging diseases, an aging population, and healthcare reform create a growing need for public health programs and impact measurement. As public health and healthcare organizations increasingly collaborate on health research and the underlying data, Karna provides Federal research and public health organizations key support services, including:

- Research Support
- Survey Services
- Statistics
- Analytics
- Technical Assistance
- Evaluation / Assessment
- Laboratory Quality and Safety

### **Training and Communications**

Improvement is closely tied to behavior change. Karna leverages modern technologies and techniques to maximize reach and influence in trainings and communications:

- Strategy Development / Planning
- Key Message Creation
- Campaign Execution
- Social Media Planning
- Website Design and Graphics
- Training Creation and Delivery
- Expert Panels and Advisory Boards
- Meeting Logistics and Planning

**Schedule Title - General Purpose Commercial Information Technology Equipment and Services**

**Contract Number: GS35F393AA**

**For more information on ordering from Federal Supply go to this website:**

**[www.gsa.gov/schedules](http://www.gsa.gov/schedules)**

**Contract Period: May 27, 2018 – May 26, 2023**

**Contractor:** KARNA LLC  
2970 Clairmont Road, Suite 720  
Atlanta, GA 30329

**Business Size:** Large (Other than Small)

**Telephone:** (678) 861-4134

**FAX Number:** (678) 550-9869

**Web Site:** www.karna.com

**E-mail:** contracts@karna.com

**Contract Administration:** Wayne Myers

**1. Table of Awarded Special Item Number(s)**

**132 51** - Information Technology Professional Services - SUBJECT TO COOPERATIVE PURCHASING Includes resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, and other services relevant to 29CFR541.400.

**132 56** - Health Information Technology Services - SUBJECT TO COOPERATIVE PURCHASING - Includes a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services.

**1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:** Not Applicable  
(Government net price based on a unit of one)

**1c. HOURLY RATES (Services only):** See Appendix A

**2. Maximum Order:** **132 51:** \$500,000, **132 56:** \$500,000

**3. Minimum Order:** **132 51:** \$100.00, **132 56:** \$100.00

**4. Geographic Coverage (delivery Area):** Domestic only

**5. Point(s) of production (city, county, and state or foreign country):** Same as company address

6. **Discount from list prices or statement of net price:** *GSA Net Prices are shown on the attached GSA Pricelist in Appendix A. Negotiated discount has been applied and the IFF has been added.*
7. **Quantity discounts:** 1% for orders exceeding \$500K
8. **Prompt payment terms:** Net 30 days
- 9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Will accept over \$3,000
10. **Foreign items (list items by country of origin):** None
- 11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order
- 11b. **Expedited Delivery.** The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
- 11c. **Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
- 11d. **Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor
12. **F.O.B Points(s):** Destination
- 13a. **Ordering Address(es):** Same as Contractor
- 13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
14. **Payment address(es):** Same as company address
15. **Warranty provision:** Contractor’s standard commercial warranty.

16. **Export Packing Charges (if applicable):** N/A
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
18. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
19. **Terms and conditions of installation (if applicable):** N/A
20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a. **Terms and conditions for any other services (if applicable):** N/A
21. **List of service and distribution points (if applicable):** N/A
22. **List of participating dealers (if applicable):** N/A
23. **Preventive maintenance (if applicable):** N/A
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at:** [www.Section508.gov/](http://www.Section508.gov/).
25. **Data Universal Numbering System (DUNS) number:** 82-8268503
26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Active Registration in the SAM database.

**Appendix A - Labor Categories and Prices**

**INFORMATION TECHNOLOGY SERVICES  
GSA Pricelist SIN 132-51**

#	Labor Category	Karna Site Effective 1/1/2017	Government Site Effective 1/1/2017
1	Business Analyst	\$66.46	\$59.43
2	Business Analyst I	\$85.08	\$75.96
3	Business Analyst II	\$99.69	\$89.01
4	Programmer	\$57.65	\$51.47
5	Programmer I	\$83.82	\$74.84
6	Programmer II	\$88.63	\$79.13
7	Programmer III	\$97.46	\$87.02
8	Database Administrator	\$75.33	\$67.27
9	Database Administrator I	\$84.19	\$75.17
10	Database Administrator II	\$97.46	\$87.02
11	Database Specialist	\$106.34	\$94.95
12	Support Staff	\$41.66	\$37.20
13	Support Staff I	\$49.63	\$44.30
14	Subject Matter Specialist	\$122.30	\$109.19
15	Subject Matter Specialist I	\$155.07	\$138.46
16	Subject Matter Specialist II	\$177.24	\$158.25
17	Graphics Specialist	\$62.91	\$56.18
18	Project Manager	\$75.33	\$67.27
19	Project Manager I	\$88.63	\$79.13
20	Network Specialist	\$75.33	\$67.27
21	Quality Assurance Specialist	\$70.23	\$59.56
22	Quality Assurance Specialist I	\$85.96	\$76.75
23	System Administrator	\$75.33	\$67.27
24	System Administrator I	\$86.85	\$77.54
25	Systems Architect	\$110.79	\$98.92
26	Technical Writer	\$59.36	\$53.00
27	Training Specialist	\$66.46	\$59.34
28	User Support Specialist	\$53.18	\$47.48
29	User Support Specialist I	\$74.90	\$66.88
30	User Support Specialist II	\$78.88	\$70.43



## **LABOR CATEGORY DESCRIPTIONS SIN 132-51**

### **Business Analyst**

**Description:** Facilitates business process improvement via the methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes. Applies fundamental concepts, processes, practices, and procedures of the specific professional or technical assignment or specialty area.

**Minimum Education and Experience:** Bachelor's Degree or equivalent experience in a related field. 4 Years minimum experience.

### **Business Analyst I**

**Description:** Facilitates business process improvement via the methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes. Applies fundamental concepts, processes, practices, and procedures of the specific professional or technical assignment or specialty area.

**Minimum Education and Experience:** Bachelor's Degree or equivalent experience in a related field. 6 Years minimum experience.

### **Business Analyst II**

**Description:** Facilitates business process improvement via the methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes. Applies fundamental concepts, processes, practices, and procedures of the specific professional or technical assignment or specialty area.

**Minimum Education and Experience:** Bachelor's Degree or equivalent experience in a related field. 8 Years minimum experience.

### **Programmer**

**Description:** Creates and modifies technology programs by converting project requirements into code. Develops and applies organization wide information models for use in designing and building integrated, shared software and database management systems. Modifies existing software and develops special-purpose software to ensure efficiency and integrity between systems and applications.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **Programmer I**

**Description:** Creates and modifies technology programs by converting project requirements into code. Develops and applies organization wide information models for use in designing and building integrated, shared software and database management systems. Modifies existing software and develops special-purpose software to ensure efficiency and integrity between systems and applications.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 6 Years minimum experience.



### **Programmer II**

**Description:** Creates and modifies technology programs by converting project requirements into code. Develops and applies organization wide information models for use in designing and building integrated, shared software and database management systems. Modifies existing software and develops special-purpose software to ensure efficiency and integrity between systems and applications.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 8 Years minimum experience.

### **Programmer III**

**Description:** Creates and modifies technology programs by converting project requirements into code. Develops and applies organization wide information models for use in designing and building integrated, shared software and database management systems. Modifies existing software and develops special-purpose software to ensure efficiency and integrity between systems and applications.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 10 Years minimum experience.

### **Database Administrator**

**Description:** Help organizations manage information by identifying the best ways to organize, store and present data according to user needs. Responsible for the performance, integrity, and security of databases.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **Database Administrator I**

**Description:** Help organizations manage information by identifying the best ways to organize, store and present data according to user needs. Responsible for the performance, integrity, and security of databases.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 6 Years minimum experience.

### **Database Administrator II**

**Description:** Help organizations manage information by identifying the best ways to organize, store and present data according to user needs. Responsible for the performance, integrity, and security of databases.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 8 Years minimum experience.

### **Database Specialist**

**Description:** Maintains and enhances data collections and data reports. Administers databases and incorporate changes, or updates, to the supporting data models, schemas, data dictionary and related support software.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 10 Years minimum experience.

### **Support Staff**

**Description:** Provides general-purpose administrative and clerical support for project tasks. May include secretarial, word-processing, graphics, desktop publishing, editing, and coordination. Assists in the preparation of management plans and reports. Assists in performing financial and administrative functions.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **Support Staff I**

**Description:** Provides general-purpose administrative and clerical support for project tasks. May include secretarial, word-processing, graphics, desktop publishing, editing, and coordination. Assists in the preparation of management plans and reports. Assists in performing financial and administrative functions.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 6 Years minimum experience.

### **Subject Matter Specialist**

**Description:** Serves as technical expert in areas relevant to a particular project. Produces and/or reviews substantive and/or complex technical documentation reflecting detailed knowledge of technical areas. Provides task-unique functional expertise necessary to interpret requirements, ensure responsiveness, and achieve successful performance.

**Minimum Education and Experience:** Advanced Degree or equivalent experience in a related field. 8 Years minimum experience.

### **Subject Matter Specialist I**

**Description:** Serves as technical expert in areas relevant to a particular project. Produces and/or reviews substantive and/or complex technical documentation reflecting detailed knowledge of technical areas. Provides task-unique functional expertise necessary to interpret requirements, ensure responsiveness, and achieve successful performance.

**Minimum Education and Experience:** Advanced Degree or equivalent experience in a related field. 10 Years minimum experience.

### **Subject Matter Specialist II**

**Description:** Serves as technical expert in areas relevant to a particular project. Produces and/or reviews substantive and/or complex technical documentation reflecting detailed knowledge of technical areas. Provides task-unique functional expertise necessary to interpret requirements, ensure responsiveness, and achieve successful performance.

**Minimum Education and Experience:** Advanced Degree or equivalent experience in a related field. 12 years minimum experience.

### **Graphics Specialist**

**Description:** Prepares specialized reports, documents, and publications that focus on the production of textual and related multimedia material that incorporates graphic artwork and publishing elements. Possesses working knowledge of publishing and graphic software packages, skill in creating visual materials and presentations, and knowledge of production components used for various types of multimedia materials.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **Project Manager**

**Description:** Manages, monitors, and implements projects involving multiple tasks and groups of personnel. Responsible for the overall project performance including, but not limited to, management and monitoring of project resources, scope, schedule, quality, cost, and client relationships. Serves as the day-to-day operational lead of a delivery/task order and assists program manager as required in managing contract performance.

**Minimum Education and Experience:** Bachelor's Degree or equivalent experience in a related field. 4 Years minimum experience.

### **Project Manager I**

**Description:** Manages, monitors, and implements projects involving multiple tasks and groups of personnel. Responsible for the overall project performance including, but not limited to, management and monitoring of project resources, scope, schedule, quality, cost, and client relationships. Serves as the day-to-day operational lead of a delivery/task order and assists program manager as required in managing contract performance.

**Minimum Education and Experience:** Bachelor's Degree or equivalent experience in a related field. 6 Years minimum experience.

### **Network Specialist**

**Description:** Administers and supports personal computer and network environments that include installation, troubleshooting, analysis, and repair. Maintains an organization's network integrity.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **Quality Assurance Specialist**

**Description:** Designs, develops, and implements software QA methods and procedures for use by QA and development staff to ensure all information systems meet minimum company standards and end user requirements.

High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **Quality Assurance Specialist I**

**Description:** Designs, develops, and implements software QA methods and procedures for use by QA and development staff to ensure all information systems meet minimum company standards and end user requirements.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 6 Years minimum experience.

### **System Administrator**

**Description:** Responsible for the day-to-day operation of an organization's computer systems. Installs, supports, and maintains servers or other computer systems, and plans for and responds to service outages and other problems.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 years minimum experience.

### **System Administrator I**

**Description:** Responsible for the day-to-day operation of an organization's computer systems. Installs, supports, and maintains servers or other computer systems, and plans for and responds to service outages and other problems.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 6 Years minimum experience.

### **Systems Architect**

**Description:** Strategically designs, develops and implements efficient information systems and operations systems in support of network, telecommunications and core organizational functions. Applies proven communication, analytical and problem-solving skills to help identify, communicate and resolve systems issues in order to maximize the benefit of IT systems investments.

**Minimum Education and Experience:** Bachelor's Degree or equivalent experience in a related field. 6 Years minimum experience.

### **Technical Writer**

**Description:** Develops, edits, and produces technical and graphic documentation for information technology systems. Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, and any other customer deliverables and documents.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **Training Specialist**

**Description:** Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **User Support Specialist**

**Description:** Requires understanding of concepts and methodologies to perform assignments of moderately complex scope. Resolves user issues by performing tasks such as triaging calls, providing on site assistance, researching problems and questions, responding with answers or interventions, tracking calls, analyzing performance trends, and evaluating the quality of products, services or systems.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **User Support Specialist I**

**Description:** Requires understanding of concepts and methodologies to perform assignments of moderately complex scope. Resolves user issues by performing tasks such as triaging calls, providing on site assistance, researching problems and questions, responding with answers or interventions, tracking calls, analyzing performance trends, and evaluating the quality of products, services or systems.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 6 Years minimum experience.

### **User Support Specialist II**

**Description:** Requires understanding of concepts and methodologies to perform assignments of moderately complex scope. Resolves user issues by performing tasks such as triaging calls, providing on site assistance, researching problems and questions, responding with answers or interventions, tracking calls, analyzing performance trends, and evaluating the quality of products, services or systems.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 8 Years minimum experience.

**GSA Pricelist SIN 132-56**

#	Labor Category	Karna Site Effective 1/1/2017	Government Site Effective 1/1/2017
1	Business Analyst	\$66.46	\$59.43
2	Business Analyst I	\$85.08	\$75.96
3	Business Analyst II	\$99.69	\$89.01
4	Programmer	\$57.65	\$51.47
5	Programmer I	\$83.82	\$74.84
6	Programmer II	\$88.63	\$79.13
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8	Database Administrator	\$75.33	\$67.27
9	Database Administrator I	\$84.19	\$75.17
10	Database Administrator II	\$97.46	\$87.02
11	Database Specialist	\$106.34	\$94.95
12	Subject Matter Specialist	\$122.30	\$109.19
13	Subject Matter Specialist I	\$155.07	\$138.46
14	Subject Matter Specialist II	\$177.24	\$158.25
15	Graphics Specialist	\$62.91	\$56.18
16	Project Manager	\$75.33	\$67.27
17	Project Manager I	\$88.63	\$79.13
18	Network Specialist	\$75.33	\$67.27
19	Quality Assurance Specialist	\$70.23	\$59.56
20	Quality Assurance Specialist I	\$85.96	\$76.75
21	System Administrator	\$75.33	\$67.27
22	System Administrator I	\$86.85	\$77.54
23	Systems Architect	\$110.79	\$98.92
24	Technical Writer	\$59.36	\$53.00
25	User Support Specialist	\$53.18	\$47.48
26	User Support Specialist I	\$74.90	\$66.88
27	User Support Specialist II	\$78.88	\$70.43

**LABOR CATEGORY DESCRIPTIONS SIN 132-56**



### **Business Analyst**

**Description:** Facilitates business process improvement via the methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes. Applies fundamental concepts, processes, practices, and procedures of the specific professional or technical assignment or specialty area concerning Health IT management and medical record management.

**Minimum Education and Experience:** Bachelor's Degree or equivalent experience in a related field. 4 Years minimum experience.

### **Business Analyst I**

**Description:** Facilitates business process improvement via the methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes. Applies fundamental concepts, processes, practices, and procedures of the specific professional or technical assignment or specialty area concerning Health IT management and medical record management.

**Minimum Education and Experience:** Bachelor's Degree or equivalent experience in a related field. 6 Years minimum experience.

### **Business Analyst II**

**Description:** Facilitates business process improvement via the methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes. Applies fundamental concepts, processes, practices, and procedures of the specific professional or technical assignment or specialty area concerning Health IT management and medical record management.

**Minimum Education and Experience:** Bachelor's Degree or equivalent experience in a related field. 8 Years minimum experience.

### **Programmer**

**Description:** Creates and modifies health technology programs for information exchange and health analytics by converting project requirements into code. Develops and applies organization wide information models for use in designing and building integrated, shared software and database management systems. Modifies existing software and develops special-purpose software to ensure efficiency and integrity between systems and applications.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **Programmer I**

**Description:** Creates and modifies health technology programs for information exchange and health analytics by converting project requirements into code. Develops and applies organization wide information models for use in designing and building integrated, shared software and database management systems. Modifies existing software and develops special-purpose software to ensure efficiency and integrity between systems and applications.



**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 6 Years minimum experience.

### **Programmer II**

**Description:** Creates and modifies health technology programs for information exchange and health analytics by converting project requirements into code. Develops and applies organization wide information models for use in designing and building integrated, shared software and database management systems. Modifies existing software and develops special-purpose software to ensure efficiency and integrity between systems and applications.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 8 Years minimum experience.

### **Programmer III**

**Description:** Creates and modifies health technology programs for information exchange and health analytics by converting project requirements into code. Develops and applies organization wide information models for use in designing and building integrated, shared software and database management systems. Modifies existing software and develops special-purpose software to ensure efficiency and integrity between systems and applications.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 10 Years minimum experience.

### **Database Administrator**

**Description:** Help organizations manage electronic health records and information by identifying the best ways to organize, store and present data according to user needs. Responsible for the performance, integrity, and security of databases.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **Database Administrator I**

**Description:** Help organizations manage electronic health records information by identifying the best ways to organize, store and present data according to user needs. Responsible for the performance, integrity, and security of databases.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 6 Years minimum experience.

### **Database Administrator II**

**Description:** Help organizations manage electronic health records and information by identifying the best ways to organize, store and present data according to user needs. Responsible for the performance, integrity, and security of databases.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 8 Years minimum experience.

### **Database Specialist**

**Description:** Maintains and enhances data collections of connected health, health analytics and data reports. Administers databases and incorporate changes, or updates, to the supporting data models, schemas, data dictionary and related support software.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 10 Years minimum experience.

### **Subject Matter Specialist**

**Description:** Serves as technical expert in areas relevant to Health IT and personal health information management. Produces and/or reviews substantive and/or complex technical documentation reflecting detailed knowledge of technical areas. Provides task-unique functional expertise necessary to interpret requirements, ensure responsiveness, and achieve successful performance.

**Minimum Education and Experience:** Advanced Degree or equivalent experience in a related field. 8 Years minimum experience.

### **Subject Matter Specialist I**

**Description:** Serves as technical expert in areas relevant to Health IT and personal health information management. Produces and/or reviews substantive and/or complex technical documentation reflecting detailed knowledge of technical areas. Provides task-unique functional expertise necessary to interpret requirements, ensure responsiveness, and achieve successful performance.

**Minimum Education and Experience:** Advanced Degree or equivalent experience in a related field. 10 Years minimum experience.

### **Subject Matter Specialist II**

**Description:** Serves as technical expert in areas relevant to Health IT and personal health information management. Produces and/or reviews substantive and/or complex technical documentation reflecting detailed knowledge of technical areas. Provides task-unique functional expertise necessary to interpret requirements, ensure responsiveness, and achieve successful performance.

**Minimum Education and Experience:** Advanced Degree or equivalent experience in a related field. 12 years minimum experience.

### **Graphics Specialist**

**Description:** Prepares specialized reports, documents, and publications of emerging Health IT research and health information exchanges that focus on the production of textual and related multimedia material that incorporates graphic artwork and publishing elements. Possesses working knowledge of publishing and graphic software packages, skill in creating visual materials and presentations, and knowledge of production components used for various types of multimedia materials.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **Project Manager**

**Description:** Manages, monitors, and implements projects involving multiple tasks and groups of personnel. Responsible for the overall project performance including, but not limited to, management and monitoring of project resources, scope, schedule, quality, cost, and client relationships. Serves as the day-to-day operational lead of a delivery/task order and assists program manager as required in managing contract performance.

**Minimum Education and Experience:** Bachelor's Degree or equivalent experience in a related field. 4 Years minimum experience.

### **Project Manager I**

**Description:** Manages, monitors, and implements health informatics projects involving multiple tasks and groups of personnel. Responsible for the overall project performance including, but not limited to, management and monitoring of project resources, scope, schedule, quality, cost, and client relationships. Serves as the day-to-day operational lead of a delivery/task order and assists program manager as required in managing contract performance.

**Minimum Education and Experience:** Bachelor's Degree or equivalent experience in a related field. 6 Years minimum experience.

### **Network Specialist**

**Description:** Administers and supports personal computer and network environments that include installation, troubleshooting, analysis, and repair. Maintains an organization's integrity regarding personal health information management and electronic health records databases.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **Quality Assurance Specialist**

**Description:** Designs, develops, and implements software QA methods and procedures for use by QA and development staff to ensure all information systems of health analytics and records meet minimum company standards and end user requirements.

High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **Quality Assurance Specialist I**

**Description:** Designs, develops, and implements software QA methods and procedures for use by QA and development staff to ensure all information systems of health analytics and records meet minimum company standards and end user requirements.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 6 Years minimum experience.

### **System Administrator**

**Description:** Responsible for the day-to-day operation of an organization's health and medical record database systems. Installs, supports, and maintains servers or other computer systems, and plans for and responds to service outages and other problems.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 years minimum experience.

### **System Administrator I**

**Description:** Responsible for the day-to-day operation of an organization's health and medical record database systems. Installs, supports, and maintains servers or other computer systems, and plans for and responds to service outages and other problems.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 6 Years minimum experience.

### **Systems Architect**

**Description:** Strategically designs, develops and implements efficient information systems regarding health information and IT and operations systems in support of network, telecommunications and core organizational functions. Applies proven communication, analytical and problem-solving skills to help identify, communicate and resolve systems issues in order to maximize the benefit of Health IT systems investments and seek out innovative Health IT solutions.

**Minimum Education and Experience:** Bachelor's Degree or equivalent experience in a related field. 6 Years minimum experience.

### **Technical Writer**

**Description:** Develops, edits, and produces technical and graphic documentation for health IT related information technology systems. Assists in collecting and organizing information for preparation of user manuals, health analytics reports, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, and any other customer deliverables and documents.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **User Support Specialist**

**Description:** Requires understanding of concepts and methodologies to perform assignments of the moderately complex Health IT analysis scope. Resolves user issues by performing tasks such as triaging calls, providing on site assistance, researching problems and questions regarding health analytics and record management, responding with answers or interventions, tracking calls, analyzing performance trends, and evaluating the quality of products, services or systems.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 4 Years minimum experience.

### **User Support Specialist I**

**Description:** Requires understanding of concepts and methodologies to perform assignments of the moderately complex Health IT analysis scope. Resolves user issues by performing tasks such as triaging calls, providing on site assistance, researching problems and questions regarding health analytics and record management, responding with answers or interventions, tracking calls, analyzing performance trends, and evaluating the quality of products, services or systems.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 6 Years minimum experience.

### **User Support Specialist II**

**Description:** Requires understanding of concepts and methodologies to perform assignments of the moderately complex Health IT analysis scope. Resolves user issues by performing tasks such as triaging calls, providing on site assistance, researching problems and questions regarding health analytics and record management, responding with answers or interventions, tracking calls, analyzing performance trends, and evaluating the quality of products, services or systems.

**Minimum Education and Experience:** High school diploma or associate's degree in business or related field. 8 Years minimum experience.

**EXPERIENCE & DEGREE SUBSTITUTION**

Education and experience may be substituted for each other. Each year of relevant experience may be substituted for one year of education, and vice versa. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education.

**Degree/Experience Equivalency\***

Degree	Equivalent Experience	Other Equivalence
Bachelors	Associate degree +2 years relevant experience, or 4 years relevant experience	Professional certification or license
Masters	Bachelors degree +2 years relevant experience, or Associate degree +4 years relevant experience	Professional certification or license
Doctorate	Masters degree +2 years relevant experience, or Bachelors + 4 years relevant experience	

\* Successful completion of higher education that has not yet resulted in a degree may be counted as 1 for 1 year of experience for each year of college completed.