

## **Job Responsibilities for various Roles in Information Technology IMPETUS specializes.**

### **1. Labor Category: SR IT SPECIALIST**

**General Experience:** Minimum 7 years of technical experience with good level of creative program-solving ability and resourcefulness and is competent to work on complex business processes and IT services with minimal direct supervision

#### **Functional Description:**

Responsible for directing the development team in the design, development, coding, testing and debugging of applications. This would also be a System architect-Planning, designing, configuring, system administration and implementing enterprise networks, firewalls, System Engineer- Support CISCO call manager, Cisco Operations Manager, Publisher, and Unity for VoIP environments, WAN, SAN, LAN, Information Security, communication systems, hardware, network, security, storage and software Applications Code Assessor or Identity and Access Management Solutions Administration etc. Manage the deployment, monitoring, OR Software work like API development activity, interface design, development work like ETL Development/Architecture, Microsoft CRM Development, administration OR UI/UX Design, WebSphere message Broker development, Data Modelling, Big Data Architecture etc. related maintenance, development, upgrading, and support of these IT systems and Support and maintenance of existing applications and the implementation of new technical solutions. Document and develop existing processes, IT policies, and procedures. Manage IT functions, including system infrastructure, telecommunications, networking, security and application development. Designs, tests and implements interface programs, develops security procedures and regulates usage in all aspects of large-scale projects. Designs, tests and implements interface programs, develops security procedures and regulates usage. Maintain and support network security, data storage and disaster recovery strategies. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management. Provide experienced engineering, analysis, and technical support and may perform some engineering and technical management functions. including the support and maintenance of existing applications and the implementation of new technical solutions. Support a wide array of IT and business systems and participate in efficiently resolving day to day troubleshooting for optimal resolutions. Take ownership of projects seeing them from beginning to completion with a high sense of integrity for the work completed. Diagnose troubleshoot and resolve technical issues. Other responsibilities include product infrastructure maintenance, with a strong focus on availability, integrity, and reliability of customer-facing products. Hands-on technical experience to directly execute core projects

**Minimum Education for SR IT SPECIALIST:** A Bachelor's degree from an accredited college or university with preference to Computer Science degree or related field and seven (7) years of experience performing the foregoing functions or a High School diploma and Nine (9) years of experience performing the foregoing functions.

### **2. Labor Category: SR PROJECT MANAGER**

**General Experience:** Ten years' experience, of which at least Seven years must be specialized. Specialized experience includes project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms and demonstrated capability in managing multitask contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management. Overseeing development projects using various Software Development Lifecycle methodologies. An overall of minimum 7 years of combined IT experience that includes business and system requirements definition, system design, system development and/or system testing.

**Functional Description:**

Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and assists the Program Manager and responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Must have knowledge and experience with some of the project management tools. Responsible for leading teams to deliver project(s) that span across one or more business units. Manage resources, schedules, financials and adhere to stage gate quality and SDLC control guidelines throughout the full systems development life cycle. Facilitate the definition of project scope, goals and deliverables. Develop and deliver a project management program encompassing all the details of a project to the team members. Set realistic and practical goals for the project. Refine project budget as needed to ensure timeliness and fiscal responsibility. Manage a portfolio of complex initiatives that span one or multiple lines of business. Provide on-site leadership for project team by building and motivating team members to meet project goals, adhering to their responsibilities and project milestones. Understand interdependencies between technology, operations and business needs. Develop and manage all aspects of project and program engagement from planning, external vendor relationships, communications, resources, budget, change, risks and issues. Develop and deliver progress reports, proposals, requirements documentation and presentations to various audiences, including project team, sponsors, CIO and key stakeholders. Define success criteria and disseminate them to involved parties throughout project and program life cycle.

Co-design products with business leadership, understanding and predicting the needs of the business leadership, leading the execution and delivery of software releases using defined hybrid-agile software development life cycle process. Act as a single point of contact for all engineering and innovation related items for assigned products

**Minimum Education for Senior Project Manager:** A Bachelor's degree from an accredited college or university with Computer Science, Information Systems, Engineering, Business, or other related discipline with 10 years of overall experience and at least 7 years of specialized experience. or a High School diploma and Nine (9) years of experience performing the foregoing functions.

**3. Labor Category: TECHNICAL EXPERT**

**General Experience:** Minimum of 7 years of technical experience involving information systems, computer programming, analysis and developing systems involving computer technology.

**Functional Description:**

Knowledgeable in all aspects of Information Systems and have extensive and highest level of experience in the specific Information Systems disciplines described in a Task Proposal Request. Has high level of diverse technical experience related to studying and analyzing system needs, systems development, systems process analysis, design, re-engineering and coding where ever is needed. Keeps abreast of technological developments and applications. This position requires experience in information systems, computer design, analysis and developing systems involving computer technology. Provides highly technical and specialized guidance and solutions to complex information Systems problems. Performs elaborate analyses and studies. Plan, implement and manage systems initiatives with IT and customer teams, Overall application design and integration, Manages data requirements gathering and analysis for new and existing projects, Exhibits in-depth understanding of programming tools, concepts and technologies, Expertise in implementation and troubleshooting of Cloud offerings etc. Also Responsible for directing the development team in the design, development, coding, testing and debugging of applications.

Provide expert advice, consultation and leadership in designing, coordinating and maintaining project goals, objectives and priorities. Develops strategies to meet short- and long-range goals for the applicable program and assures that strategies reflect most promising directions. Applies new methods, approaches, and technology to new and unusual situations. Collaborates with and provides expert advice to all organizational levels with the agency.

**Minimum Education for Technical Expert:** A Bachelor's degree from an accredited college or university and Seven (7) years of experience performing the foregoing functions or a High School diploma and Nine (9) years of experience performing the foregoing functions.

#### **4. Labor Category: Application Developer**

**General Experience:** Minimum 7 years of technical experience with solid background in applications programming.

**Functional Description:**

Understanding client requirements and how they translate to new application features. Create, Develop, maintain or Quality assurance of Web Applications / middleware /database development/security/networking/storage related work. Development and Delivery of web forms in ASP.NET, including C#, SQL Server OR Oracle, OR Open Source java, AngularJS and Node.js. Big data related development work etc., Develop specifications for full-stack apps which include Web server, RDBMS or main frame or any kind of software development work, testing and documentation. Work directly with clients to determine project scope and specifications. Design pattern specifications using object-oriented analysis/design. Perform Testing/Evaluation. Write high-quality code to program complete applications on schedule. Collaborate with development team and other IT staff to set specifications for new applications.

Tests software architecture, plan, implementation, standards in respect to functional or automation, regression, performance or automation testing etc to ensure proper operation and freedom from defects and/or supports testing. Perform Code Review. Writes programs according to specifications. Also, assists in the development of software user manuals. Work on new QA techniques, program and code them if needed and implement quickly.

**Minimum Education for Application Developer:** A Bachelor's degree from an accredited college or university in in Computer Science or technical equivalency with seven (7) years of experience performing the foregoing functions or a High School diploma and Nine (9) years of experience performing the foregoing functions.

#### **5. Labor Category: SOFTWARE ARCHITECT**

**General Experience:** Seven years of technical experience with demonstrated knowledge of web applications /cybersecurity / and or open source technologies. 5-7 years of experience designing and implementing software applications. Experience working on large-scale software projects. Outstanding collaboration and communication skill are essential.

**Functional Description:** Designs architecture to include system architecture or system engineer to evaluate and identify software solutions. Ensures compatibility, compliance, and regulatory requirements. Evaluates workflows, organization, and planning. Develops corrective action when necessary. Plans technical architecture for the business environment. Overall application design and integration, Manages data requirements gathering and analysis for new and existing projects, Implements all stages of System Development Life Cycles (SDLC) including Requirements, Logical and Physical Architectural Modeling, Design, Architect, Development, Implementation, install, configure, database administration, system administration, web administration, Support and Threat/Risk assessment. Conducts performance monitoring, disaster recovery, query optimization, capacity planning, trend forecasting, Designing and implementing enterprise data warehouse solutions, Investigates application problems and issues, performs root cause analysis, develops action

plans for resolution and implements accordingly, documents resolutions, and disseminates conclusions, Designing and implementing APIS and web servers, Exhibits in-depth understanding of programming tools, concepts and technologies, Expertise in implementation and troubleshooting of Cloud offerings etc. Managing the analysis, design, programming, testing and deployment. communicate well through writing and be able to create flowcharts and diagrams. Knowledge of architectural styles and design patterns. Understanding of various coding methods and computer languages. Data modeling and database design experience. Experience with software development lifecycle (SDLC) processes. Experience overseeing customized development of processes for multiple projects simultaneously

**Minimum Education for Software Architect:** A Bachelor's degree from an accredited college or university and seven (7) years of experience performing the foregoing functions or a High School diploma and Nine (9) years of experience performing the foregoing functions.

## **6. Labor Category: Business Consultant**

**General Experience:** Minimum Seven years' experience specialized in IT system functional analysis. Must possess superior functional knowledge of task order specific requirements and have experience in developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.

### **Functional Description:**

Conducts organizational analysis using qualitative and quantitative tools and techniques to assess the effectiveness of the client's IT systems relative to overall program goals. Meet with clients discuss gaps, strategies, and project progress. Develop business and technical requirements. Develop user stories and break down requirements in to deliverable functions. Work with business stake holders, clients, designers, developers to build the applications to the spec and on time. Develop and deliver presentations with sufficient justification and analysis. Experience with any of methodologies like agile, Scrum etc Develop business and technical requirements. Identify user stories and translate them into technical requirements as required. Prepare detailed EDP project plans, by identifying milestones/scheduling tasks/due dates. Provide Management Reporting and Information dissemination. Liaison with IT project managers and analyze their Infrastructure needs. Draft comprehensive reports, in narrative and statistical form, by applying knowledge of data processing techniques, researching, analyzing data, applying agency formats, to provide a written summary of results and recommendations.

Contribute during all phases of the development cycle (analysis, design, implementation, testing, deployment, and postproduction support). Create systems models, specifications, diagrams and charts to provide direction to system programmers. Provide in-depth system analysis for modified and new systems, and other post-implementation support. Query, analyze, and interpret data and functionality problems in complex computer systems using SQL. Perform data analysis for data profiling to identify and understand anomalies and communicate data findings. Work with technologies such as Microsoft, Oracle, Open Source, .net etc.

**Minimum Education for Business Analyst - 2:** A Bachelor's degree from an accredited college or university with Computer Science, Information Systems, Engineering, Business, or other relevant technology and seven (7) years of experience performing the foregoing functions or a High School diploma and Nine (9) years of experience performing the foregoing functions.

## **7. Labor Category: Program Director**

**General Experience:** Minimum 7+ years of solid relevant project / IT Program management experience in an enterprise environment. Prior experience in project management, server management, and network infrastructure. Knowledge of risk assessment tools, systems, and application architecture. Manage multiple concurrent projects

### **Functional Description:**

Initiating and setting goals for programs according to the strategic objectives of the organization. Planning the programs from start to completion involving deadlines, milestones and processes. Developing or approving budgets and operations. Work closely with management staff to update and maintain the professional credentials of each staff member. Establish an overall annual program budget and then monitor each program to make sure the budget is not exceeded.

Responsible for management of projects, support and maintenance of existing applications, infrastructure, telecommunication, and supervision of departmental staff members. Provide leadership, vision, and management to the IT department. Analyze complex business needs presented by the user community and/or clients and recommend technical solutions. Ensure the continual functioning of mission critical operations. Stay within budget. Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, software applications. Provide expertise and support during systems upgrades, installations and conversions and file maintenance. Provide day-to-day supervision, direct and prioritize workload, conduct performance appraisals, provide training opportunities and guidance for all IT personnel. Develop standard operating procedures and best practices, including the creation and maintenance of all written documentation, such as system and user manuals, license agreements, and documentation of modifications and upgrades. Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision. Support the client's overall mission and follow all standards, policies, procedures, and confidentiality guidelines.

Partner with the Project teams to perform ongoing review of project status and ensure documentation of project progress including implementation, timelines, deadlines, assignments, and objectives. Define key business operational IT challenges and needs across all disciplines and create effective, efficient project plans and recommendation for solutions. Establish and maintain a set of project management methods, tools, and processes that enable the organization to deliver quality solutions, on time, on budget with all deliverables met at a low cost.

Create, maintain and enforce the Software Development Life Cycle (SDLC) needed to meet the needs of the business. Monitor and communicate the progress of project delivery and ensures timely and effective communication of project status in terms of cost, forecast, schedule and assessment of risk/issues. Apprise Senior IT Management of project status, issues and concerns. Conduct project post-mortems and create a recommendations report in order to identify successful and unsuccessful project elements. Drive measurable results in targeted PMO process improvement areas. Work with Software and IT Operations teams to determine success metrics to track. Manage one or more projects.

**Minimum Education for Program Director:** A Bachelor's degree from an accredited college or university with Computer Science, Information Systems, Engineering or other relevant technology with Seven (7) years of experience performing the foregoing functions or a High School diploma and Nine (9) years of experience performing the foregoing functions. Nice to have PMP certification.