

Cooper Thomas, LLC

IT Labor Category Descriptions

Program Manager

Functional Responsibilities: Oversees all services provided to client. Manages program operations involving multiple projects or task orders; organizes, directs, and coordinates planning and execution of all program support activities. Monitors overall contract performance and communicating directly with the client Program Manager, Contracting Officer (CO), and Contracting Officer's Technical Representative (COTR). Manages resources, cost, schedule, and quality of multiple projects, and ensures contractual obligations are met. Provides guidance and direction to subordinates; assigns, schedules, and reviews their work; and communicates policies and goals of the organization to them. Develops and cultivates government client relationships at management and executive levels.

Minimum Experience: 10 years of project-related business experience

Minimum Education: BS/BA

Project Manager

Functional Responsibilities: Provides day-to-day management of the full scope of IT task orders. Working with the Program Manager, ensures all activities are identified, resourced and scheduled to achieve task order and project objectives. Manages all facets of projects according to accepted industry practices and standards. Ensures projects are integrated across the enterprise by developing organized, collaborative relationships between the project team, business users and client management. Leads assigned project team for the duration of a project or for short-term assignments requiring specific areas of expertise during the project. Assists the Program Manager in working with and communicating directly with agency project managers and personnel relating to discrete project components as part of the overall project.

Minimum Experience: 5 years of information technology related project management experience

Minimum Education: BS/BA or project management certification

Systems Analyst/Developer

Functional Responsibilities: Develops/implements user requirements as defined by the client. Conducts technical analysis of automated and non-automated data management systems; identifies required improvements in the timeliness, accuracy and/or integrity of data management methods and tools. Develops software and database designs; develops, tests and implements resulting software solutions. Develops related software documentation according to accepted industry practices and standards. Recommends the appropriate technical solutions based upon the processes in place, industry knowledge, technology available in the marketplace, and overall customer requirements. Serves as liaison to coordinate effective and efficient communication and seamless delivery between functional and technical specialists.

Minimum Experience: 5 years of relevant industry experience

Minimum Education: BS/BA

Technical Writer

Functional Responsibilities: Translates and interprets technical information into clear, readable documents to be used by technical and non-technical personnel. Provides expertise in the formulation and implementation of IT project communication objectives; prepares audience-specific messages and materials, and designs communications content and artifacts to support program goals and project deliverables. Employs print, electronic, and web formats. Develops, maintains, and conducts technical training programs and related materials for information products and services. Provides support to database, application and web developers in the definition of requirements, business architecture and workflow for development of systems supporting the management of large, complex multi-user information resources.

Minimum Experience: 2 years related experience

Minimum Education: Associates degree

Project Assistant

Functional Responsibilities: Develops communications materials, such as presentations, deliverables, meeting minutes, and notes for use by project team and client team. Possesses proficiency in word processing, spreadsheet, and data entry. Coordinates and facilitates project communications between project teams and with outside teams. Employs print and electronic formats. Maintains communications systems and processes, and monitors and adapts communications activities to improve effectiveness.

Minimum Experience: 2 years related experience

Minimum Education: HS/GED diploma

Informatics Consultant I

Functional Responsibilities: Provides specialized expertise in all aspects of information management, such as the collection, interpretation, and analysis of clinical, financial, and administrative data. Has extensive knowledge of paper-based and electronic record systems, data management, and privacy and security of information. Conducts process audits and evaluations. Advises clients on ways to improve processes for managing information. Designs and conducts customized training as required by the client.

Minimum Experience: 7 years information or operations experience

Minimum Education: BS/BA

Informatics Consultant II

Functional Responsibilities: Provides specialized leadership, implementation of best practices, and expertise in the field of informatics, such as clinical and administrative terminologies and semantic networks and health data standards. Provides professional guidance regarding regulatory, privacy and confidentiality and information management workflow matters. Has extensive knowledge of paper-based and electronic health record systems, data management, health services delivery and operations, and privacy and security of information. Advises clients of systems and technologies to effectively gather, store, retrieve and protect information.

Minimum Experience: 10 years information or operations experience in the health care industry

Minimum Education: BS/BA

Consultant I

Functional Responsibilities: Performs tasks as assigned by team lead or project manager to document requirements for information system development from inception to conclusion. Documents project/information system requirements in accordance with client's development methodology. Researches available and appropriate software solutions for client consideration as required. Provides analysis, synthesis, and transformation of client information as required. Has broad IT experience and skills as required by the task order and works with a supervision level commensurate with ability.

Minimum Experience: 1 year of relevant industry experience

Minimum Education: BS/BA

Consultant II

Functional Responsibilities: Creates requirements for information system development from inception to conclusion. Documents project/information system requirements in accordance with client's development methodology and may assist in evaluating software solutions for client consideration. Provides analysis, synthesis and transformation of client information as required. Assists the project team in the creation and implementation of appropriate strategies and technologies to ensure information and information management systems conform to client and industry standards. Has experience in specialty areas as required by the task order. Works with limited supervision.

Minimum Experience: 2 years of relevant industry experience

Minimum Education: BS/BA

Consultant III

Functional Responsibilities: Creates requirements for information system development or modification from inception to conclusion. Documents project/information system requirements in accordance with client's development methodology. Evaluates suitable software solutions and may make recommendations for consideration. Provides analysis, synthesis and transformation

of client information as required. Consults with the client to provide advice in the creation and implementation of appropriate strategies and technologies to ensure information and information management systems conform to client and industry standards. Develops briefings, presentations, and reports for communication and presentation to the client. Possesses experience in specialty areas as required by the task order; works independently and can manage the work effort of other team members to ensure successful project execution.

Minimum Experience: 4 years of relevant industry experience

Minimum Education: BS/BA

Senior Consultant I

Functional Responsibilities: Uses specific expert or institutional experience to serve as a subject matter expert in areas that include management responsibility for medium to large projects. Provides technical knowledge of specialized programs to be deployed in the client environment. Provides information system analysis, design, integration, documentation and implementation advice required for an effective implementation. Applies principles, methods, and knowledge of specialized areas of expertise to fulfill the task order requirements.

Minimum Experience: 5 years specialized industry experience

Minimum Education: BS/BA with certification or degree in specialized area

Senior Consultant II

Functional Responsibilities: Uses specific expert or institutional experience to serve as a subject matter expert in areas that include management responsibility for medium to large projects. Provides technical consulting services in a highly-specialized area to include experience with information system analysis, design, integration, documentation and implementation advice. Applies principles, methods, and knowledge of specialized areas of expertise to task order requirements. Evaluates research performed as part of or outside the project. Develops performance measures, metrics, program audits, and evaluations for the client as required. Conducts research performed as part of the project.

Minimum Experience: 7 years specialized industry experience

Minimum Education: BS/BA with certification or degree in specialized area

Senior Consultant III

Functional Responsibilities: Uses specific expert or institutional experience to serve as a subject matter expert in areas that include management responsibility for large projects. Provides senior management-level consulting services to the client in a highly-specialized area to include domain expertise in information system analysis, design, integration, documentation and implementation advice requiring in-depth knowledge and experience. Experienced in developing and implementing IT systems and related technologies, identifying resource requirements, implementing continuous improvement strategies as applied to the specialized functional/technical area. Evaluates and develops research performed as part of or outside the

project. Provides client facilitation services to resolve divergent views regarding information system design, construction and implementation. Has excellent oral and written communication skills.

Minimum Experience: 9 years specialized industry experience

Minimum Education: BS/BA with certification or degree in specialized area

Senior Consultant IV

Functional Responsibilities: Uses specific expert or institutional experience to serve as a subject matter expert in areas that include management responsibility for large projects. Provides executive-level consulting services to the client in a highly-specialized area to include domain expertise in information system analysis, design, integration, documentation and implementation advice requiring in-depth knowledge and experience. Experienced in developing and implementing IT systems and related technologies, identifying resource requirements, implementing continuous improvement strategies as applied to the specialized functional/technical area. Evaluates and develops research performed as part of or outside of the project. Represents client in peer and industry forums. Provides client facilitation services to resolve divergent views regarding information system design, construction and implementation. Has excellent oral and written communication skills.

Minimum Experience: 10 years specialized industry experience

Minimum Education: BS/BA with certification or degree in specialized area

Equivalency Table

Education	Experience
AA	2 years
BA/BS	4 years
MS	7 years
PhD	10 years