

Army ERP Services - DRAFT Labor Category Descriptions

#	Labor Category	Responsibilities	Qualifications
1	Program Manager	Oversees planning and management of all major functions and disciplines of a program. Manages subordinate Project Managers and other technical and administrative leads. Responsible for long-range planning and all aspects of program performance.	<p>Years of Relevant Experience: 12+</p> <p>Education: Bachelor's Degree or Master's Degree plus 10 years total relevant experience</p> <p>Certifications: Certification in project management (e.g., PMP)</p> <p>Skills/Experience: Program Management experience on a large-scale Federal (DoD preferred) environment.</p>
2	Project Manager	Provides day-to-day management of all project activities for business and IT system improvements. Manages and reports project cost, schedule, and performance. Manages personnel staffing and other administrative functions to meet established performance objectives.	<p>Years of Relevant Experience: 10+</p> <p>Education: Bachelor's Degree</p> <p>Certifications: Certification in project management (e.g., PMP)</p> <p>Skills/Experience: Project Management experience managing day-to-day operations across the project lifecycle for SAP implementation(s).</p>
3	Senior Program Support Specialist	Provides direct support to Program or Project Managers to develop and execute planned activities to meet cost, schedule, technical performance, and quality objectives. Leads the coordination of project work packages and leads studies to present solutions/recommendations to management. Manages analysis, development, and submission of deliverables and recurring reports.	<p>Years of Relevant Experience: 5+</p> <p>Education: Bachelor's Degree</p> <p>Certifications: No minimum</p> <p>Skills/Experience: Experience leading program support activities on large scale Federal (DoD preferred) system development projects including planning, scheduling, pricing, reporting, and deliverable management.</p>
4	Program Support Specialist	Executes planned activities to meet cost, schedule, technical performance, and quality objectives. Coordinates project work packages and supports studies as required by management. Performs analysis, development, and submission of deliverables and recurring reports. Responsible for daily operations of a team or work unit including collection of progress data and information.	<p>Years of Relevant Experience: 3+</p> <p>Education: Bachelor's Degree or Associates Degree plus 5 years total relevant experience</p> <p>Certifications: No minimum</p> <p>Skills/Experience: Experience providing program support on large scale Federal (DoD preferred) system development projects including scheduling, pricing, reporting, and deliverable management.</p>
5	Jr. Program Support Specialist	Supports planned activities to meet cost, schedule, technical performance, and quality objectives. Supports project work packages and studies as required by management. Supports analysis and development of deliverables and recurring reports. Collects progress data and information as directed.	<p>Years of Relevant Experience: 1+</p> <p>Education: Bachelor's Degree or Associates Degree plus 3 years total relevant experience</p> <p>Certifications: No minimum</p> <p>Skills/Experience: Ability to use common project management software for scheduling, pricing, and document development.</p>

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6	Principal Industry/ Functional Area Specialist	Leads the overall integration of business process requirements of specific functional area(s) into the enterprise level solution. Plans and manages structured interviews, focus groups, documentation reviews and meetings with technical personnel to analyze system requirements and risks. Works directly with functional staff members to analyze specific application design and data requirements to ensure that the final system incorporates required functionality.	Years of Relevant Experience: 12+ Education: Bachelor's Degree or Master's Degree plus 10 years total relevant experience Certifications: no minimum Skills/Experience: Experience on large scale Federal (DoD preferred) SAP programs leading the integration of functional requirements into system improvements.
7	Senior Industry/ Functional Area Expert	Conducts the integration of business process requirements of specific functional area(s) into the enterprise level solution. Conducts structured interviews, focus groups, documentation reviews and meetings with technical personnel to analyze system requirements and risks. Works with functional staff members to analyze specific application design and data requirements.	Years of Relevant Experience: 10+ Education: Bachelor's Degree Certifications: No minimum Skills/Experience: Experience analyzing functional requirements in the domain/area supported, including working with subject matter experts to document business process steps.
8	Sr. Business Process Reengineering Specialist	Responsible for leading the evaluation and reengineering of current business processes. Recommends and designs cost effective strategies to increase the efficiency of the organization's business processes through changes in policies, procedures, organization structure and the application of enabling technology.	Years of Relevant Experience: 10+ Education: Bachelor's Degree Certifications: No minimum Skills/Experience: Experience leading business process reengineering efforts on large scale Federal (DoD preferred) business/system improvement project(s). Experience managing analysis, process design/reengineering, development, integration, and implementation of system improvements.
9	Business Process Reengineering Specialist	Conducts the evaluation and reengineering of current business processes. Designs cost effective strategies to increase the efficiency of the organization's business processes through changes in policies, procedures, organization structure and the application of enabling technology.	Years of Relevant Experience: 5+ Education: Bachelor's Degree or Associates Degree with 7 years total relevant experience Certifications: No minimum Skills/Experience: Experience on large scale business process re-engineering project(s) performing analysis, process design/reengineering, development, integration, and implementation of system improvements.
10	Sr. Subject Matter Expert	Leads and provides thought leadership and subject matter expertise in management and technical areas such as training, logistics, financial, acquisition, configuration management, data management, and program controls. Plans and executes very complex projects to completion using extensive knowledge of concepts, practices, and procedures.	Years of Relevant Experience: 10+ Education: Bachelor's Degree Certifications: No minimum Skills/Experience: Experience leading SAP project activities such as training, logistics, acquisition management, configuration management, data management, program control or manpower planning.

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11	Subject Matter Expert	Provides thought leadership and subject matter expertise in management and technical areas such as training, logistics, financial, acquisition, configuration management, data management, and program controls. Executes moderate to complex projects to completion using a wide knowledge of concepts, practices, and procedures.	<p>Years of Relevant Experience: 7+</p> <p>Education: Bachelor's Degree</p> <p>Certifications: No minimum</p> <p>Skills/Experience: Experience providing expertise for system development project activities such as training, logistics, acquisition management, configuration management, data management, program control or manpower planning.</p>
12	Jr. Subject Matter Expert	Provides subject matter expertise in management and technical areas such as training, logistics, financial, acquisition, configuration management, data management, and program controls. Supports moderate to complex projects to completion using knowledge of concepts, practices, and procedures.	<p>Years of Relevant Experience: 3+</p> <p>Education: Bachelor's Degree or Associates Degree plus 5 years total relevant experience</p> <p>Certifications: No minimum</p> <p>Skills/Experience: Experience in project activities related to training, logistics, acquisition management, configuration management, data management, program control or manpower planning</p>
13	Business Analyst	Analyzes and evaluates business operations in support of organizational and system process improvements. Evaluates business area customer functional and program requirements to provide alternatives and recommendations for system development, integration, and installation. Participates in system requirement and design walk-through sessions.	<p>Years of Relevant Experience: 1+</p> <p>Education: Bachelor's Degree or Associates Degree plus 3 years total relevant experience</p> <p>Certifications:</p> <p>Skills/Experience: Experience in analysis of business functions and operations on a system development project.</p>
14	Graphics Artist	Uses common illustration/graphics software to develop graphs, charts, diagrams, presentations, and website content for business and system improvement projects. With project team guidance, prepares graphics such as process flows, hardware configurations, software modules, system architectures, and conceptual diagrams.	<p>Years of Relevant Experience: 1+</p> <p>Education: Degree or training related to graphic arts</p> <p>Certifications: No minimum</p> <p>Skills/Experience: Ability to develop illustrations/graphics for IT projects.</p>
15	Technical Writer/Editor	Prepares, manages, distributes, and safeguards technical documents for system development and sustainment activities. Exhibits proficiency in writing technical documents using Microsoft Office software and maintaining document configuration control.	<p>Years of Relevant Experience: 3+</p> <p>Education: Bachelor's Degree or Associates Degree plus 5 years total relevant experience</p> <p>Certifications: No minimum</p> <p>Skills/Experience: Experience writing and editing IT technical documents.</p>

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16	Principal Enterprise Application Product Expert	Oversees all aspects of very complex business and system analysis for current and proposed enterprise application environments. Leads the translation of business area customer information into detailed enterprise application design. Interacts with customer to oversee analysis of alternatives and provide recommendations. Oversees preparation of programming specifications, diagrams, and coding logic flowcharts for enterprise application modifications and installations. Requires extensive knowledge of relevant application and computing environments and application development tools/languages.	<p>Years of Relevant Experience: 12+</p> <p>Education: Bachelors degree or Master's Degree plus 10 years total relevant experience</p> <p>Certifications: SAP certification a plus</p> <p>Skills/Experience: Experience leading SAP application development efforts. Demonstrated progressive experience from work as a systems analyst or programmer on various system configurations to leadership advisory roles.</p>
17	Senior Enterprise Application Product Expert	Manages complex business and system analysis for current and proposed enterprise application environments. Conducts translation of business area customer information into detailed enterprise application design. Interacts with customer to perform analysis of alternatives and provide recommendations. Conducts the preparation of programming specifications, diagrams, and coding logic flowcharts for enterprise application modifications and installations. Requires extensive knowledge of relevant application and computing environments and application development tools/languages.	<p>Years of Relevant Experience: 10+</p> <p>Education: Bachelor's Degree</p> <p>Certifications: SAP certification a plus</p> <p>Skills/Experience: Experience leading SAP application development efforts. Demonstrated progressive experience from work as a systems analyst or programmer on various system configurations to leadership advisory roles.</p>
18	Enterprise Application Product Associate	Conducts business and system analysis for current and proposed enterprise application environments. Supports the translation of business area customer information into detailed enterprise application design. Supports analysis of alternatives and preparation of programming specifications, diagrams, and coding logic flowcharts for enterprise application modifications and installations. Requires knowledge of relevant application and computing environments and application development tools/languages.	<p>Years of Relevant Experience: 5+</p> <p>Education: Bachelor's Degree or Associates Degree plus 7 years total relevant experience</p> <p>Certifications: SAP certification a plus</p> <p>Skills/Experience: Experience on application development efforts including analysis and programming logic flow charts specific to role to be performed.</p>
19	Senior Enterprise Application Business/ Architectural Expert	Leads very complex architecture and business process definition and design. Oversees all aspects of architecture activities and interfaces with customer to describe design and enterprise architecture processes. Leads definition and development of network and systems architecture from customer requirements. Possesses superior understanding of system requirements and Federal and DoD architecture standards. Capable of analyzing very complex solutions and interpreting requirements into architectural artifacts.	<p>Years of Relevant Experience: 12+</p> <p>Education: Bachelor's Degree or Master's Degree plus 10 years total relevant experience</p> <p>Certifications: SAP certification a plus</p> <p>Skills/Experience: Experience leading SAP design and solution architecture development using DoD/Federal architecture standards.</p>

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20	Senior Enterprise Application Analyst/Designer	Plans and manages system-wide analysis regarding the allocation of enterprise application functions. Manages analysis of system design in coordination with designers, architects, developers, and business analysts. Oversees analysis for software development, hardware configuration, and system reliability, maintainability, and availability.	Years of Relevant Experience: 10+ Education: Bachelor's Degree Certifications: Application-specific certification a plus Skills/Experience: Experience in analysis and design specific to SAP applications.
21	Enterprise Application Analyst/Designer	Performs system-wide analysis regarding the allocation of enterprise application functions. Develops analysis of system design in coordination with designers, architects, developers, and business analysts. Analyzes software development, hardware configuration, and system reliability, maintainability, and availability.	Years of Relevant Experience: 7+ Education: Bachelor's Degree Certifications: Application specific certification a plus Skills/Experience: Experience in analysis and design of enterprise application specific to the role to be performed.
22	Senior Enterprise Application Modeler/Developer	Manages the modeling of applications throughout the development lifecycle. Leads design and development activities within specific application software language. Possesses extensive knowledge of application modeling principles, concepts and techniques. Interprets requirements, performs highly complex analyses and presents options and recommendations to obtain desired results. Develops advanced technological ideas and guides development into a final product.	Years of Relevant Experience: 12+ Education: Bachelor's Degree or Master's Degree plus 10 years total relevant experience Certifications: SAP certification a plus Skills/Experience: Experience in SAP modeling, design, and development on large scale Federal (DoD preferred) programs.
23	Enterprise Application Modeler/Developer	Performs the modeling of applications throughout the development lifecycle. Develops design for development within specific application software language. Possesses knowledge of application modeling principles, concepts and techniques. Interprets requirements, performs highly complex analyses, and defines options to obtain desired results. Guides development into a final product.	Years of Relevant Experience: 10+ Education: Bachelor's Degree in Engineering, Computer Science or related field Certifications: SAP certification a plus Skills/Experience: Experience in modeling developing enterprise application specific to the role to be performed.
24	Senior Systems Architect	Defines and develops network and systems architecture from customer requirements. Possesses understanding of system requirements and Federal and DoD architecture standards. Capable of analyzing moderate to complex solutions and interpreting requirements into architectural artifacts.	Years of Relevant Experience: 7+ Education: Bachelor's Degree Certifications: SAP certification a plus Skills/Experience: Experience leading SAP systems design and systems architecture development using Federal (DoD preferred) architecture standards.
25	Database Management Specialist	Supports the Database Administration functions of the system. Designs and implements modifications or enhancements to forms, menus, and reports. Implements processes for data management including data standardization and cleansing initiatives as part of the overall design, development, fielding, and sustainment of a system. Executes advanced database concepts, practices and procedures.	Years of Relevant Experience: 5+ Education: Bachelor's Degree or Associate's Degree plus 7 years total relevant experience Certifications: Certification in a database technology such as Oracle, SQL, or UNIX. Skills/Experience: Experience in database design and management of database transformation and/or migration projects for SAP applications.

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26	Database Development Specialist	Performs logical and physical database development. Reviews logical and/or physical designs of existing databases, and makes recommendations for maximizing operating efficiency. Provides expertise in the use of database languages. Performs data analysis, database design, development, and implementation for database conversions. Performs database restructuring and works with staff to analyze data storage and access requirements.	<p>Years of Relevant Experience: 3+</p> <p>Education: Bachelor's Degree or Associate's Degree plus 5 years total relevant experience</p> <p>Certifications: Certification in a database technology such as Oracle, SQL, UNIX, etc.</p> <p>Skills/Experience: Experience in developing or performing database development or transformation for SAP applications.</p>
27	Sr. Application Development Engineer	Leads general programming activities to implement corrections or enhancements to application software. Uses computer programming, analyses and design knowledge for designing software and implementing changes to applications. Applies superior knowledge of development concepts, practices, and procedures to write moderate to complex specifications and design documents.	<p>Years of Relevant Experience: 7+</p> <p>Education: Bachelor's Degree</p> <p>Certifications: Application-specific certification(s) a plus</p> <p>Skills/Experience: Experience with relevant software and operating systems, such as communications software, emulation software, relevant programming language(s), or operating system(s).</p>
28	Applications Development Engineer	Performs general programming activities to implement corrections or enhancements to application software. Uses computer programming, analyses and design knowledge for designing software and implementing changes to applications. Applies knowledge of development concepts, practices, and procedures to write moderate to complex specifications and design documents.	<p>Years of Relevant Experience: 3+</p> <p>Education: Bachelor's Degree or Associate's Degree plus 5 years total relevant experience</p> <p>Certifications:</p> <p>Skills/Experience: Experience with relevant software and operating systems, such as communications software, emulation software, relevant programming language(s), or operating system(s).</p>
29	Systems Analyst	Analyzes and evaluates moderate to complex data processing system detailed system/program requirements. Provides results and input to alternative solutions for the integration and installation of system changes. Participates in system requirement and design walk through sessions and conducts system studies.	<p>Years of Relevant Experience: 5+</p> <p>Education: Bachelor's Degree or Associate's Degree plus 7 years total relevant experience</p> <p>Certifications: No minimum</p> <p>Skills/Experience: Experience on SAP project(s) in system analysis, planning, design, or programming.</p>
30	Jr. Systems Analyst	Supports the analysis and evaluation of moderate to complex data processing system detailed system/program requirements. Supports the development alternative solutions for the integration and installation of system changes. Participates in system requirement and design walk through sessions and conducts system studies.	<p>Years of Relevant Experience: 3+</p> <p>Education: Bachelor's Degree or Associate's Degree plus 5 years total relevant experience</p> <p>Certifications: No minimum</p> <p>Skills/Experience: Experience on project(s) related to system analysis, planning, design, or programming.</p>

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31	Hardware Specialist	Conducts hardware analysis and specification related to software applications and systems. Applies knowledge of terminology, usage, and operating characteristics of hardware components for configuration and installation activities. Provides expertise in hardware to optimize load, execute, store, and retrieval of application programs/files.	<p>Years of Relevant Experience: 1+</p> <p>Education: High school diploma</p> <p>Certifications: Certification in hardware technology or operating system configuration/installation a plus</p> <p>Skills/Experience: Experience in hardware specification, design, installation, or testing.</p>
32	Quality Assurance Manager	Manages the analysis of business systems requirements and develops and implements test plans. Ensures system modules and programs are properly tested against requirements prior to implementation. Documents problems and provides input to leadership on quality improvement.	<p>Years of Relevant Experience: 5+</p> <p>Education: Bachelor's Degree or Associate's Degree plus 7 years total relevant experience</p> <p>Certifications: SAP certification a plus</p> <p>Skills/Experience: Experience across the project lifecycle for SAP implementation(s) including test planning and execution and quality assurance.</p>
33	Quality Assurance Analyst	Analyzes business systems requirements and implements test plans. Collects data to ensure system modules and programs are properly tested against requirements prior to implementation. Documents problems and performs analysis.	<p>Years of Relevant Experience: 3+</p> <p>Education: Bachelor's Degree or Associate's Degree plus 5 years total relevant experience</p> <p>Certifications: SAP certification a plus</p> <p>Skills/Experience: Experience across the project lifecycle for SAP implementation(s) including test planning and execution and quality assurance.</p>
34	Sr. Training Specialist	Leads planning, coordination, and execution of training programs. Leads all training functions including the preparation of training materials, scheduling of training classes, and maintenance of the system User's Manuals for in-house and special products. Leads development of user standard operating procedures for new software and hardware, lesson plans, hand-outs, reference sheets and functional hands-on training exercises.	<p>Years of Relevant Experience: 7+</p> <p>Education: Bachelor's Degree or Associate's Degree plus 9 years total relevant experience</p> <p>Certifications: SAP certification a plus</p> <p>Skills/Experience: Experience leading and managing SAP training activities.</p>
35	Training Specialist	Supports the planning, coordination, and execution of training programs. Supports training functions including the preparation of training materials, scheduling of training classes, and maintenance of the system User's Manuals for in-house and special products. Supports the development of user standard operating procedures for new software and hardware, lesson plans, hand-outs, reference sheets and functional hands-on training exercises.	<p>Years of Relevant Experience: 3+</p> <p>Education: Bachelor's Degree or Associate's Degree plus 5 years total relevant experience</p> <p>Certifications: No minimum</p> <p>Skills/Experience: Experience supporting training projects and development of training materials.</p>

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36	Network Administrator	Implements and administers network policy to include firewalls, LAN, internet applications, modems, modem pools, communications servers, and WAN connectivity. Maintains firewall routers including filtering. Demonstrates understanding of operating system services and ports. Maintains applicable network, security, certification and accreditation, alerts, and bulletins. Implements recommended security changes to program applications and databases, and modifying firewalls and hosts.	<p>Years of Relevant Experience: 3+</p> <p>Education: Bachelor's Degree or Associate's Degree plus 5 years total relevant experience</p> <p>Certifications: Certification in network administration (e.g., Cisco) a plus</p> <p>Skills/Experience: Experience as network administrator including maintenance of DoD networks.</p>
37	System Administrator	Provides effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. Ensures that system hardware, operating systems, software systems, and related procedures adhere to policy. Documents system metrics, identifies problems, and recommends solutions.	<p>Years of Relevant Experience: 3+</p> <p>Education: Bachelor's Degree or Associate's Degree plus 5 years total relevant experience</p> <p>Certifications: Certification in the system to be supported is a plus</p> <p>Skills/Experience: Experience as system administrator in software testing, installation, configuration and system problem resolution of computer operating systems.</p>
38	Help Desk Manager	Manages all aspects of the system/application Help Desk including personnel management, reporting, and performance. Analyzes Help Desk metrics, trends, and issues to provide recommendations for improvement.	<p>Years of Relevant Experience: 5+</p> <p>Education: High School diploma</p> <p>Certifications: SAP certification a plus</p> <p>Skills/Experience: Help Desk management experience on an SAP system.</p>
39	Help Desk Specialist	Serves as the primary point of contact on the Help Desk. Answers basic system and application questions and queries. Provides analysis of low to mid complexity system and application issues related to logon or system functions or business processes.	<p>Years of Relevant Experience: 1+</p> <p>Education: High School diploma</p> <p>Certifications: SAP certification a plus</p> <p>Skills/Experience: Experience providing help desk support</p>