For operation of the Argus System, the Contractor shall be able to:

In accordance with the Statement of Work (SOW) Para. III.C.2.c.5, the following are the minimum labor category qualification requirements associated with operation of the Argus System:

1. **Database Administration**

   This function provides administration for Oracle databases to include development, quality assurance, production, and disaster recovery.

   Technical Skills:

   - Ability to diagnose and resolve database and server performance issues.
   - Ability to implement security compliance tools and remediate known security vulnerabilities.
   - Ability to apply database security patches, maintenance patches, and upgrade databases to supported release levels.
   - Knowledge of database security guidelines to include NIST and industry best practices.
   - Ability to meet project deadlines and deliverables.

   Education and Experience:

   - Bachelor's degree in Computer Science or Information Technology.
   - Five to seven years of experience as an Oracle DBA in a production environment, with experience in both 10g and 11g versions.

2. **VMS/CAD Development**

   This function is responsible for application development through Open VMS and AutoCAD.

   Technical Skills:

   - Thorough working knowledge of electrical drawings using AutoCAD products.
   - Thorough working knowledge of computers; of computer operating systems such as Windows, UNIX, and VMS; and Object Oriented and/or multilevel computing languages, relational database programming.
   - Knowledge of the interaction between various hardware/software components and operating system software and the ability to troubleshoot anomalies.
   - Knowledge of networking systems comprised of multi-vendor computer systems executing multiple operating systems in various configurations.
   - Knowledge of programming for and the operation of physical security embedded computer system programs.
Thorough knowledge of software programming environments, languages, compilers, and automated code generation tools, use of same, and how each is best applied to a given communications-computer system product.

Thorough knowledge of computer system design methodologies, techniques, and automated support tools, and how each is best applied to a given communications-computer systems project.

Education and Experience:

- Bachelor’s Degree in Computer Sciences.
- Four or more years of computer programming experience.
- Experience working with computer hardware, software, and terminology.
- Experience working with enterprise computer systems and local area networks.

3. Information Technology (Help Desk)

This function is responsible for the day-to-day maintenance of user computer systems.

Technical Skills:

- Experience with the support of Windows XP /2007.
- Ability to respond to phone calls and email messages for internal and external customers.
- Experience with troubleshooting incidents and requests received in clients based ticketing system.
- The ability to effectively reset passwords and unlock accounts.
- Experience with setting up network printers and user accounts.
- Strong understanding of PCs and peripherals in a networked environment.

Education and Experience:

- High school diploma or G.E.D.
- Four or more years of computer support experience.
- Experience working with computer hardware, software, and terminology.
- Experience working with enterprise computer systems and local area networks.

4. Information Technology (Management)

This function is responsible for the integration and management of all ARGUS activities.

Technical Skills:

- Ability to plan, organize, lead, and integrate security functions.
- Ability to manage day-to-day assigned tasks for operations.
- Knowledge of project management techniques and the ability to meet deadlines.
- Ability to communicate with customers (internal & external).
- Ability to develop budgets and cost projections.

Education and Experience:

- Bachelor’s Degree in Management or Information Technology.
- Four or more years of management experience.
- Knowledge of Project Management theories and practices.
- Strong background of Software Development and understanding of Software Development Life Cycle phases.
- IT Management background preferred.