XPECT SOLUTIONS
11350 Random Hills Road, Suite 800, Fairfax, VA 22030
www.xpectsolutions.com

2017

Commercial Price List

XPECT SOLUTIONS, INC.

PRICES IN EFFECT THROUGH DECEMBER 31, 2017

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ACCESS CONTROL, CCTV, AND PHYSICAL SECURITY SERVICES

Xpect Labor Categories	Standard Rates
Program Manager	$ 186.90
Staff Supervisor	$ 120.00
Lead Engineer/Specialist/Consultant	$ 175.00
Design Engineer/CAD Operator	$ 115.00
Systems Programmer	$ 118.00
Systems Administrator	$ 105.00
Trainer	$ 115.00
General Assistance/Administration	$ 60.00
Installation/Service Technician I	$ 70.00
Installation/Service Technician II	$ 110.00
Installation/Service Technician III	$ 115.00
Installation/Service Technician IV	$ 200.00
Vehicle/Gate Barrier Technician	$ 225.00
Access Control/CCTV Technician	$ 66.71
Maintenance / Service - Standard Hours MON - FRI: 0730 - 1630 Clients with Contracts: $125 Minimum Clients without Contracts: $175 Minimum	$ 125.00
Maintenance / Service - After Hours MON - FRI: 1630 - 0730 Time and a half	$ 187.50
Maintenance / Service - Weekends / Holidays FRI 1630 - MON 0730 All Holidays Double Time	$ 250.00

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INFORMATION TECHNOLOGY SERVICES

Xpect Labor Categories	Standard Rates
Program Manager	$ 186.90
Cloud Architect	$ 207.90
Database Administrator	$ 108.49
Database Engineer	$ 131.73
Database Architect I	$ 140.00
Database Architect II	$ 150.00
Database Architect III	$ 168.00
Database Developer	$ 118.28
Help Desk Specialist I	$ 57.55
Help Desk Specialist II	$ 69.64
Help Desk Specialist III	$ 80.08
Information Assurance Specialist (IAS)/Network Specialist	$ 145.99
Information Services Consultant	$ 129.92
Information Services Consultant II	$ 149.40
Information Services Consultant III	$ 171.81
Expert Consultant	$ 143.08
IT Subject Matter Specialist/Expert	$ 159.65
IT Subject Matter Specialist/Expert II	$ 186.48
IT Subject Matter Specialist/Expert III	$ 211.14
Network Administrator	$ 110.00
Network Engineer	$ 103.71
Network Control Technician	$ 111.49
Senior Network Engineer	$ 120.97
Network Architect I	$ 159.28
Network Architect II	$ 175.24
Network Architect III	$ 183.75
Project Engineer	$ 168.74
Project Manager I	$ 90.02
Project Manager II	$ 108.13
Senior Project Manager	$ 143.13
Software Developer I	$ 110.25
Software Developer II	$ 115.27
Software Developer III	$ 126.79
Systems Consultant	$ 102.04
Senior Systems Consultant	$ 119.55
Systems Engineer	$ 112.04
Technician I	$ 56.73
Technician II	$ 67.04
Technician III	$ 92.40
Unix/Windows Administrator	$ 82.11
Basic Systems Administrator	$ 94.43
Applications Administrator	$ 147.39

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Labor Category Descriptions

- **Program Manager**: Personnel in this category will attend planning meetings and participate in design to assess client need for technical solutions, repairs, etc. Program managers are responsible for program performance, program personnel, program reporting, and all other program related functions. Personnel in this category are the primary liaison between the contractor and the government.

- **Staff Supervisor**: Personnel in this category provide supervisory level management of other staff associated with a project.

- **Lead Engineer/Specialist/Consultant**: Personnel in this category may be a professional engineer, manufacturer's direct representative, lead engineer, or other specialist/consultant that may possess unique certifications or high level expertise necessary to meet the requirements of a contract or project.

- **Design Engineer/CAD Operator:** Personnel in this category provide expertise in the assessment, evaluation, and understanding of client requirements, existing systems, and/or the need for required changes and/or new systems to meet specific project needs. A design engineer maintains substantial knowledge of system technologies in place within the electronic security management platform. A design engineer possesses the ability to produce specific applications including cost analysis and the selection of equipment infrastructure necessary to complete assigned task. Design engineers may produce drawing sets, as-builts, CAD applications or manage others to produce these technical documents. Production of specifications along with design submittal packages also within their scope. Participation in design or application meetings and possessing reporting capabilities are inherent within this position.

- **Systems Programmer**: Personnel in this category maintain unique certifications to provide all levels of support to the administrators, badgers, technicians, and users of an access control system and other related security equipment. Programmer level personnel also possess supervisory level skills for the management of others under this contract. Personnel may also attend planning meetings and provide reporting as necessary to document all processes utilized within the scope of the task order.

- **Systems Administrator:** Personnel in this category are responsible for detailed reporting and communication of the information in an access control system. This information could be status of events, number of personnel records, requests for modifications and record of those modifications, etc. Reporting and communication may be with Project Manager or other authorized personnel.

- **Training Staff:** Personnel in this category provide documentation and verbal communications to convey product and system level training to designated end user or other government personnel. Position includes requirement for substantial knowledge of systems, objectives and applications.

- **General Assistance/Administration:** Personnel in this category may participate in a variety of administrative and support functions based on requirements of each project. Personnel may be responsible for attendance at project meetings, production of documentation, reporting, tracking of information, and/or direct communications with government and/or other project personnel.

- **Installation / Service Technician Level 1:** Personnel in this category are designated to specific tasks related to the requirements of video image capture and data input for access control system credentials. Personnel participate in substantial direct communication with government personnel or directed individuals. Personnel provide backup reporting and possess inherent video system and administrative setup and operational skills.

- **Installation / Service Technician Level 2:** Personnel in this category may assist in or perform the installation and/or maintenance of electronic security cabling, cabling termination, and/or security field devices (intrusion detection, CCTV, access control, and/or fire systems). May assist in or perform cable testing, device testing, and other tasks associated with the

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installation, troubleshooting, moving, repairing and adjustment of security equipment. Can install, program, test, commission, and maintain basic non-proprietary intrusion detection, CCTV, access control, and/or fire systems.

- **Installation / Service Technician Level 3:** Personnel in this category may independently perform the installation and/or maintenance of electronic security cabling, cabling termination, and/or security field devices (intrusion detection, CCTV, access control, and/or fire systems). May independently perform cable testing, device testing, and other tasks associated with the installation, troubleshooting, moving, repairing and adjustment of security equipment. Can install, program, test, commission, and maintain basic and medium level, non-proprietary intrusion detection, CCTV, access control, and/or fire systems.

- **Installation / Service Technician Level 4:** Technical staff with certified credentials in design, installation, and maintenance of electronic/electrical and/or mechanical systems.

- **Vehicle/Gate Barrier Technician:** Technical staff with certified credentials in design, installation, and maintenance of gate and gate barrier electro-mechanical systems.

- **Cloud Architect:** Typical duties of the Cloud App Architect are to lead technical manager in the computer programming team who is specialized in the application built and the technologies used. Levers technology to streamline and smooth the execution of organizations business strategies. Partners with associates to build comprehensive system solutions, examining existing frameworks and prepare for the needs of the future. Oversees an organization's cloud computing strategy, including cloud adoption plans, cloud application design, and cloud management and monitoring. Oversee application architecture and deployment in cloud environments -- including public cloud, private cloud and hybrid cloud.

- **Database Administrator:** Typical duties of the Database Administrator include participating in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support enterprise needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of the enterprise databases. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Analyzes and determines informational needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements and data output and reporting capabilities. Defines logical attributes and interrelationships and designs data structures to accommodate database production, storage, maintenance and accessibility.

- **Database Engineer:** Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support enterprise needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of the enterprise databases. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Analyzes and determines informational needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements and data output and reporting capabilities. Defines logical attributes and interrelationships and designs data structures to accommodate database production, storage, maintenance and accessibility.

- **Database Architect I:** Designs and builds relational databases. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses.

- **Database Architect II:** Oversees and may contribute to the development of relational and dimensional databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term

architecture solutions. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

- **Database Architect III:** Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Directs the definition, design, and build out of dimensional and relational databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

- **Database Developer:** Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design.

- **Help Desk Specialist I:** Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution.

- **Help Desk Specialist II:** Provides advanced support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. May perform review to see what has already been accomplished by the Help Desk Specialist I technician.

- **Help Desk Specialist III:** Provides expert level troubleshooting and analysis in solving complex technical problems and issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. . May perform review to see what has already been accomplished by the Help Desk Specialist II technician.

- **Information Assurance Specialist (IAS)/Network Specialist:** Typical duties of the Information Assurance Specialist (IAS)/Network Specialist are to install, configure, and maintain an organization's operating systems. Analyzes and resolves problems associated with server hardware, network, and applications software. Detects, diagnoses, and reports problems on both server and desktop systems. Performs a wide variety of tasks in software/hardware maintenance and operational support of server systems. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Designs, develops, engineers, and implements solutions that meet network security requirements. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.

- **Information Services Consultant:** Typical duties of the Information Services Consultant are to work with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing system needs, systems development, systems process analysis, design, and re- engineering. Provides consultation related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

- **Information Services Consultant II:** Typical duties of the Information Services Consultant II are to work with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing system architecture system needs, system development, system process analysis, design, and re- engineering. Provides consultation related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or

business application utilized in an end user environment. Keeps abreast of technological developments and applications. Evaluates existing systems and/or user needs and makes recommendations.

- **Information Services Consultant III:** Functional Responsibilities: Typical duties of the Information Services Consultant III are to work with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing system architecture system needs, system development, system process analysis, design, and re- engineering. Provides consultation related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications. Evaluates existing systems and/or user needs and makes recommendations.

- **Expert Consultant:** Works with end user groups to evaluate and solve technical problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes. Is a subject matter expert in a technical or programmatic discipline. Provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that necessitate high-level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, modeling, simulation, testing, integration, documentation and presentation phases.

- **IT Subject Matter Specialist/Expert:** Typical duties of the IT Subject Matter Specialist/Expert are to provide extremely high-level subject matter proficiency for work described in the task and advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation. Provides consultation on complex projects and is considered to be the top-level contributor/specialist.

- **IT Subject Matter Specialist/Expert II:** Typical duties of the IT Subject Matter Specialist/Expert II are to provide high level functional and systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies, which require an expert knowledge of the subject matter for effective problem solution. As an expert in the subject matter field, may augment or direct project teams. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Applies higher level mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other physical sciences to arrive at automated solutions. Reviews and approves the design and preparation of technical documentation and reports. Prepares and delivers senior management presentations and briefings as required by the task order. May serve as a Task Leader, responsible for ensuring the quality and timeliness of services delivered.

- **IT Subject Matter Specialist/Expert III:** Typical duties of the IT Subject Matter Specialist/Expert III are to participate in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. As an expert in the subject matter field, may augment or direct project teams. Provides high level functional and systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies, which require an expert knowledge of the subject matter for effective problem solution. Applies higher level mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other physical sciences to arrive at automated solutions. Reviews and approves the design and preparation of technical documentation and reports. Prepares and delivers senior management presentations and briefings as required by the task order. May serve as a Task Leader, responsible for ensuring the quality and timeliness of services delivered.

- **Network Administrator:** Provides system administration of Network, Web, and/or communication systems, including Local Area Network (LAN) and Wide Area Network (WAN) systems, involving network security. Prepares technical implementation plans that provide integrated solutions including actions, milestones, timelines and critical paths required for complete solutions. Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN. Recommends and schedules repairs. Provides end users support for all LAN- based applications.

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- **Network Engineer:** Typical duties of the Network Engineer are to oversee the purchase, installation, and support of network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Responsible for evaluating current systems. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications.

- **Network Control Technician:** Typical duties of the Network Control Technician are to test and analyze all elements of complex network facilities (including power, software, communications devices, lines, modems, and terminals). Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.

- **Senior Network Engineer:** Typical duties of the Senior Network Engineer are to manage the purchase, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires extensive knowledge of LAN/WAN systems, networks, and applications.

- **Network Architect I:** Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.

- **Network Architect II**: Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Designs computer networks, including local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems. May create, test, and evaluate networks.

- **Network Architect III:** Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Designs computer networks, including local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems. Creates, tests, and evaluates networks.

- **Project Engineer:** Manages long-term engineering projects. Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address problems.

- **Project Manager I:** Typical duties of the Project Manager I are to manage and balance scope, budget, schedule, quality, technical, and staff small-sized projects; direct all aspects of the development and implementation of assigned projects; and provide a single point of contact for those projects. Takes projects from original concept through final implementation. May contribute to the defining of project scope and objectives. Interfaces with stakeholders including end users, engineering, operations, and management. Assists in the development of work plans, schedules, project estimates, resource plans, and status reports. May conduct project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. May provides technical and analytical guidance to project team. Recommends and takes action in the analysis and solution of problems.

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- **Project Manager II:** Typical duties of the Project Manager II are to manage and balance scope, budget, schedule, quality, technical, and staff small to medium-sized projects; direct all aspects of the development and implementation of assigned projects; and provide a single point of contact for those projects. Takes projects from original concept through final implementation. Contributes to the defining of project scope and objectives. Interfaces with stakeholders including end users, engineering, operations, and management. Develops work plans, schedules, project estimates, resource plans, and status reports. May conduct project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Provides technical and analytical guidance to project team. Recommends and takes action in the analysis and solution of problems.

- **Senior Project Manager:** Typical duties of the Senior Project Manager are to manage and balance scope, budget, schedule, quality, technical, and staff for one large project or several small projects; direct all aspects of the development and implementation of assigned projects; and provide a single point of contact for those projects. Takes projects from original concept through final implementation. Defines project scope and objectives. Interfaces with all stakeholders including end users, engineering, operations, and management. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

- **Software Developer I:** Resolves problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals. Instructs, assigns, directs, and checks the work of other software developers on development team.

- **Software Developer II:** Acts as team leader on projects. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

- **Software Developer III:** Typical duties of the Software Developer III are to design, modify, develop, write and implement software programming applications and provide technical direction and lead the software development effort on software development projects. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents programs.

- **Systems Consultant:** Typical duties of the Systems Consultant are to work with end user groups to identify technical solutions to business problems or inefficiencies. Evaluates existing systems and/or user needs and makes recommendations.

- **Senior Systems Consultant:** Typical duties of the Senior Systems Consultant are to provide systems guidance for current and proposed investments in systems and/or services from the development of software through final implementation review. Researches present and future systems technologies. Works closely with system users to provide direction/assistance in identification and resolution of user problems. Provides highly skilled technical assistance in systems planning, engineering, and architecture. Develops technical standards and interface applications, identifies and evaluates new products, and provides resolution for systems problems. May interface with vendors to identify and purchase hardware and software.

- **Systems Engineer:** Typical duties of the Systems Engineer are the planning and engineering of an organization's systems infrastructure. Includes the implementation and design of hardware and software. Monitors the performance of systems. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products.

- **Technician I:** Typical duties of the Technician I include the installation, monitoring, and repair of computer cabling and wiring and access control devices including CCTVs, security gates and devices. Works with a variety of cable types, connectors, and network communications hardware. Plans, monitors, and tests the installation of cables. Tests all newly installed cable to ensure proper functioning and connectivity. Maintains current, accurate diagrams and documentation. Troubleshoots cable and other electronic device issues. Creates patch cables for new installations and for replacing unusable cables.

- **Technician II:** Typical duties of the Technician II include the installation, monitoring, and repair of computer cabling and wiring and access control devices including CCTVs, security gates and devices. Leads team of technicians in installation of electronic devices and cabling. Works with a variety of cable types, connectors, and network communications hardware with minimal supervision. Plans, monitors, tests, and manages the installation of cables. Tests all newly installed cable to ensure proper functioning and connectivity. Maintains current, accurate diagrams and documentation. Troubleshoots cable and other electronic device issues. Creates patch cables for new installations and for replacing unusable cables.

- **Unix/Windows Administrator:** Typical duties of the UNIX/Windows Administrator are to install, configure, and maintain UNIX and/or Windows operating systems. Analyzes and resolves problems associated with the operating system's servers, hardware, applications, and software. Detects, diagnoses, and reports UNIX/Windows related problems on servers. Ensures all servers and anti-virus programs have the latest patches installed. Installs and tests UNIX/Windows on new hardware to determine compatibility. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires thorough knowledge of computer operations and familiarity with shell and kernel programming.

- **Basic Systems Administrator:** Typical duties of the Basic Systems Administrator are to install new software releases and system upgrades, evaluate and install patches, and resolve software related problems. Ensures all servers and anti-virus programs have the latest patches installed. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Familiar with standard concepts, practices, and procedures within a particular field. Support the design, development, installation, configuration, customization and administration of various systems and their components.

- **Applications Engineer:** Typical duties of an Applications Engineer are to design, develop and implement programs and applications. They are able to do customer analysis to create applications that respond to customer needs and provide innovative solutions to common problems, and may perform prototyping, application tests and code reviews to ensure product is satisfactory. They are responsible for existing software in addition to new developments. The Application Engineer may perform debugging, testing, code improvement and re-designing tasks. They work with customer service and quality analysis teams to optimize products and ensure products stay up-to-date and continue to satisfy customer needs. In addition, they may provide ongoing technical support, including responding to customer issues, providing updated software that solves bug issues, performing installs for customers and working with the customer service team. Application Engineers acquire and analyze customer needs and problems, making recommendations to the engineering team to satisfy needs and develop solutions.

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Contact Information

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