

**FAR 39.104 – Information Technology Services**

When acquiring information technology services, solicitations must not describe any minimum experience or educational requirement for proposed contractor personnel unless the contracting officer determines that the needs of the agency—

(a) Cannot be met without that requirement;

**Technical Skills:**

1. 1 year of experience in Learning Management System Administration or equivalent
2. 1 year of experience installing, operating, and maintaining Microsoft and Mac Operating Systems
3. 1 year of experience providing technical computer and network support in the form of on-site visits or remote help via telephone, e-mail, text, instant messaging, online chat and remote desktop control
4. 1 year of experience using CKEditor, Sakai’s primary HTML’s editing tool or equivalent
5. 1 year of experience in documenting, testing, and bug fixing in a software development environment
6. 1 year of experience using Pentaho for data integration & business analytics or equivalent

**Educational Requirements:**

- Awarded a technical degree (Bachelors or higher) from an accredited college or university
- Certified as a CompTIA Security+ professional or other acceptable cybersecurity workforce certifications as required in DoD 8570 at the IAT-2 level