Schedule for MAS – Multiple Award
Schedule Federal Supply Group: MAS

Contract Number: 47QRAA18D004L

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering

Contract Period: February 2, 2018 thru February 1, 2023

Contractor: Exceed, LLC
8400 Corporate Dr., Suite 250
Hyattsville, MD 20785

Business Size: Small Disadvantaged Business / HubZone Certified

Telephone: (301) 731-3790
FAX Number: (301) 731-3793
Web Site: www.exceedcorporation.com
E-mail: tsellers@exceedcorporation.com
Contract Administration: Terry R. Sellers
CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recover</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>N/A</td>
<td>Administrative Management &amp; General Consulting Services</td>
</tr>
<tr>
<td>OLM</td>
<td>N/A</td>
<td>Order Level Materials</td>
</tr>
<tr>
<td>54151S</td>
<td>Yes</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>51821ODC</td>
<td>N/A</td>
<td>Document Conversion Service</td>
</tr>
<tr>
<td>49311ORM</td>
<td>N/A</td>
<td>Physical Records Management</td>
</tr>
<tr>
<td>561439</td>
<td>N/A</td>
<td>Document Production, Onsite &amp; Office Site</td>
</tr>
<tr>
<td>561499M</td>
<td>N/A</td>
<td>Mailroom Administrative Support Services</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.

2. Maximum Order: $1,000,000.00

3. Minimum Order: $100.00


5. Point(s) of production (city, county, and state or foreign country): Same as company address


7. Quantity discounts: None

8. Prompt payment terms: Net 30 days – Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign items (list items by country of origin): None

10a. Time of Delivery (Contractor insert number of days): Specified on the Task Order

10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for
rates for overnight and 2-day delivery: Contact Contractor

10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

11. F.O.B Points(s): Destination

12a. Ordering Address(es): Same as Contractor

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

13. Payment address(es): Same as company address

14. Warranty provision.: Contractor’s standard commercial warranty.

15. Export Packing Charges (if applicable): N/A

16. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

17. Terms and conditions of installation (if applicable): N/A

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

18b. Terms and conditions for any other services: (if applicable): N/A

19. List of service and distribution points (if applicable): N/A

20. List of participating dealers (if applicable): N/A

21. Preventive maintenance (if applicable): N/A

22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/

23. Unique Entity Identifier (UEI) Number: LKX8H2R6NRN3

24. Notification regarding registration in System for Award Management (SAM) database:

25. Final Pricing: The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.
<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>GSA Price Including IFF Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
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<td>Program Manager</td>
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<td>$44.42</td>
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<td>SIN</td>
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<td>Year 2</td>
<td>Year 3</td>
<td>Year 4</td>
<td>Year 5</td>
</tr>
<tr>
<td>-------------------</td>
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<tr>
<td>493110RM, 518210DC, 561439, 561499M</td>
<td>Data Entry Floater</td>
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<td>Data Entry Specialist</td>
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<td>Data Entry Supervisor</td>
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<td>Operations Manager</td>
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<td>493110RM, 518210DC, 561439, 561499M</td>
<td>Records Management Manager</td>
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<td>54151S</td>
<td>Web Director/Principal</td>
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<td>54151S</td>
<td>Client/Server Programmer /Sr. Consultant</td>
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<td>54151S</td>
<td>Information Technology Generalist/Project Coordinator</td>
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<td>Information Services Consultant/IT Manager</td>
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<td>54151S</td>
<td>Computer Operations Supervisor/Site Manager</td>
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<td>54151S</td>
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<td>54151S</td>
<td>Contact/Call Center Representative III/Analyst III</td>
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<td>54151S</td>
<td>Administrative Assistant III/Office Manager</td>
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<td>54151S</td>
<td>Help Desk Support, Sr.</td>
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<td>$48.15</td>
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</tbody>
</table>
Service Contract Labor Standards (SCLS) Matrix

<table>
<thead>
<tr>
<th>SCLS Eligible Labor Category</th>
<th>SCLSEquivalent Code Title</th>
<th>Wage Determination No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Writer / Editor</td>
<td>30463 – Technical Writer III</td>
<td>2015-4215</td>
</tr>
<tr>
<td>Desktop Publisher / Graphic Artist</td>
<td>15080 – Graphic Artist</td>
<td>2015-4215</td>
</tr>
<tr>
<td>Administrative / Word Processor</td>
<td>01613 – Word Processor III</td>
<td>2015-4215</td>
</tr>
<tr>
<td>Clerical</td>
<td>01313 – Secretary III</td>
<td>2015-4215</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards (SCLS) is applicable to this contract and it includes SCLS applicable labor categories. The prices for the indicated (**) SCLA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

LABOR CATEGORIES AND DESCRIPTIONS

Category Title 1: Program Manager
Functional Description

Provides management over all aspects of a business area. Manages internal/external communications and all functional program activities to meet contract cost, schedule, and performance objectives. Makes final decisions on administrative or operational matters affecting more than one segment or functional activity of the program. Serves as the principal interface between Exceed and the client for multiple, complex programs.

Minimum Education Level: A Masters degree or equivalent in Business, Management Sciences, Economics, Human Resources Development/ Management, or other related field.
Minimum Experience (Years): 12

Category Title 2: Analyst/Deputy Program Manager
Functional Description

Serves as the deputy program manager and acts as the principal interface between Exceed and the client in the absence of the program manager. Responsible for enforcing work standards, monitoring schedules, reviewing work discrepancies and communicating policies, procedures, and goals of the program.

Minimum Education Level: A Bachelor's degree or equivalent in Business, Management Sciences, Economics, Human Resources Development/ Management, or other related field.
Minimum Experience (Years): 7

Category Title 3: Project Director
Functional Description

Serves as the senior director, manager, and principal interface between Exceed and the client for complex programs. Possesses unique program/project knowledge. Directs and manages internal/external communications and all functional program activities to meet contract cost, schedule, and performance objectives. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies and communicating policies, procedures, and goals of the program.

Minimum Education Level: A Masters degree or equivalent in Business, Management Sciences,
Economics, Human Resources Development/ Management, or other related field.
Minimum Experience (Years): 15

Category Title 4: Project Manager
Functional Description
Manages small to medium projects, task orders, or groups of task orders. Interfaces with client and client personnel. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies and communicating policies, procedures, and goals of the program. Insures that the SOW/task order requirements are satisfied.

Minimum Education Level: A Bachelor’s or equivalent in Business, Management Sciences, Economics, Human Resources Development/ Management, or other related field.
Minimum Experience (Years): 10

Category Title 5: Quality Assurance Manager
Functional Description
Leads the review of activities, processes, and products of professional services, including the review of work in progress. Reviews correctness, adherence to the design and to user standards, reviews documentation to assure Government standards/requirements are satisfied, and reviews for progress in accordance with schedules. Establishes and maintains processes for evaluating products, services, and associated documentation. Plans and leads formal and informal reviews throughout the project life cycle. Coordinates with the Program/Project Manager to ensure problem resolution and user satisfaction. Makes recommendations, as needed, for process and product improvements. Prepares milestone reports and presentations on the system status.

Minimum Education Level: A Bachelor’s degree or equivalent in Business, Management Sciences, Economics, Statistics, Computer Science, or other related field.
Minimum Experience (Years): 15

Category Title 6: Contract Administrator
Functional Description
Serves as a fully experienced contracts administrator on all contracts. Supports contracts and subcontracts in the corporate line of business. Reviews RFPs, SOWs, and Task Orders. Performs risk assessments, negotiates/ administers subcontracts and contracts, drafts/executes subcontracts, contracts, MOU’s, Teaming Agreements, and NDA’s ensuring proper contract and acquisition actions are taken per company policies, legal requirements and customer specifications. Possesses in-depth experience in the FAR, contract policy, proposal solicitation, and terms and conditions. Interfaces with client contract personnel.

Minimum Education Level: A Bachelor’s degree or equivalent in Business or Public Administration, Contracting, Procurement, Purchasing, Finance, Acquisition Management, or a closely related academic field.
Minimum Experience (Years): 10

Category Title 7 Research Associate I
Functional Description
Responsible for performing information collection, analysis, and interpretation under the direction of Senior Research Analyst.
Minimum Education Level: A Bachelor’s degree or equivalent in Business, Management Sciences, Economics, Human Resources Development/ Management, Computer Science, Information Systems,
or other related field.
Minimum Experience (Years): 4

Category Title 8: Senior Research Analyst
Functional Description

Experience managing large or complex project groups or singularly provide consultation type services; must be able to interact and effectively communicate with management as well as individuals outside the organization. Supervises teams of analytic and research personnel assigned to highly complex client problems. Provides oversight to team members as well as directly to members of other organizations. Expected to develop and recommend solutions to difficult and frequently intractable problems.
Minimum Education Level: A Bachelor's degree or equivalent in Business, Management Sciences, Economics, Statistics, or other related field.
Minimum Experience (Years): 8

Category Title 9: Senior Analyst
Functional Description

Experience providing management, organization or business improvement services; able to manage small, non-complex project groups or singularly provide consultation type services; must be able to interact and effectively communicate with management as well as individuals outside the organization. May provide day-to-day management and direction to small project teams.
Minimum Education Level: A Bachelor's degree or equivalent in Business, Management Sciences, Economics, Statistics, or other related field.
Minimum Experience (Years): 8

Category Title 10: Analyst I
Functional Description

Experience providing management, organization or business improvement services; must be able to interact and effectively communicate with management as well as individuals outside the organization. Minimum Education Level: A Bachelor's degree or equivalent in Business, Management Sciences, Economics, Statistics, or other related field.
Minimum Experience (Years): 4

Category Title: 11. Technical Writer/Editor
Functional Description

Collects and organizes technical, management and administrative information necessary to prepare proposals, reports, briefings, manuals, training materials, and policy guidance. Leads others and performs expository writing to assure adequate communication to and on behalf of the client. Edits technical documentation including functional descriptions, users’ manuals, special reports, plans, technical documents, presentation graphics, or other customer deliverables and documents. May develop and integrate graphics with deliverable documents.
Minimum Education Level: A Bachelor's degree or equivalent in English, Literature, Journalism, or other related discipline.
Minimum Experience (Years): 6

Category Title: 12. Desktop Publisher/Graphic Artist
Functional Description
Collects and organizes technical, management and administrative data that can better be communicated in graphic formats. Applies creativity to discern and highlight patterns and relationships within the data that can best be grasped as charts, graphs, or other pictorial representations. Produces technical documents, user manuals, special reports, and other publications utilizing a variety of software applications.
Minimum Education Level: A Bachelor’s degree or equivalent in any related discipline.
Minimum Experience (Years): 4

Category Title: 13. Facilitator
Functional Description

Responsible for facilitating, planning, agenda setting, and providing research for meetings. As directed, works collaboratively with agency or organizational representatives to develop group session formats that effectively address objectives. Develops summary reports and documentation deriving from workgroup sessions.
Minimum Education Level: A Bachelor’s degree or equivalent in any related discipline.
Minimum Experience (Years): 4

Category Title: 14. Administrative/Word Processor
Functional Description

Provides administrative support in a variety of functions to an individual, team, department, or other group in an organization. Collects, reviews and analyzes data, and prepares reports, charts, budgets and other presentation materials. Responds to or routes routine inquiries from external or internal sources with standard correspondence or other messaging. Schedules and coordinates meetings, travel, and other group activities. Has basic word processing, spreadsheet and graphics software skills.
Minimum Education Level: An Associates degree in any field and/or other professional certification(s).
Minimum Experience (Years): 4

Category Title: 15. Clerical
Functional Description

Minimum Education Level: An Associates degree in any field and/or other professional certification(s).
Minimum Experience (Years): 6

Category Title: 16. Data Entry Floater
Functional Description

Performs assigned project activities, including QC, and resolves problems/non-compliance issues; assists with training, and reports quality and production statistics.
Education: High School diploma
Years Experience: 5 years of experience in the field
Category Title: 17. Data Entry Specialist
Functional Description

Performs screening reviews and analysis; data entry into the system; maintains production and quality level standards; and performs other duties as assigned. Follows guidelines and/or standard operating procedures in the performance of tasks.
Education: High School diploma
Years Experience: 0-2 years of experience in the field

Category Title: 18. Data Entry Supervisor
Functional Description

Assists in the monitoring of assigned project activities; directs data entry staff as to timely and accurate production; resolves ambiguities; manages routine data entry performance matters; completes special projects as assigned; evaluates data entry staff performance; performs QC and resolves problems/non-compliance issues; assists with follow-on training; and reports quality and production statistics.
Education: High School diploma
Years Experience: 5 years of experience in the field

Category Title: 19 HR Manager
Functional Description

Manages Human Resources programs, policies, processes, and systems. Responsible for the development, implementation and coordination of policies and programs that cover staff development, project management, employee relations, compensation and benefits administration, recruitment, training design, development and delivery, policy and programs development, and written and oral presentation skills. Communicates and interacts with all employee and senior management levels.
Education: Bachelor’s degree in a related area.
Years Experience: 10 years of experience in the field

Category Title: 20 Operations Manager
Functional Description

Overall day to day center performance, including effective management and the attainment of quality, productivity and processing goals, maintaining staffing, HR and training objectives, and consistent implementation of the project's contractual requirements. Create implement, and maintain quality control regimen. Prepare and maintain SOPs and training materials. Serve as lead trainer for all training, subsequent to the initial government training. Direct center operations; act on the PD’s behalf, when the PD is on travel, personal leave or engaged in corporate responsibilities. Direct QC and training efforts. Recommend candidates for hire.
Education: Bachelor’s degree in a related area.
Years Experience: 5 years of experience in the field

Category Title: 21 Records Management Manager
Functional Description

Responsible for managing and monitoring records. Ensures records are tracked, which may involve utilizing a computer-based tracking system, scanning bar-coded files or boxes and their locations, updating the tracking system, maintaining logs as records are received or shipped, and performing inventories and other document control activities. Responsible for record searches as requested; and pickup, storage, and delivery of boxes. In accordance with regulations, archives records, ships and receives records, performs document destruction, etc. May manage other document center staff.
Education: Associate’s degree in a related area; years of experience maybe substituted for degree.
Years Experience: 3-5 years of experience in the field
Category Title: 22 Recruitment Manager
Functional Description

Manages all recruiting efforts for the project including implementing policies and procedures. Helps ensure hiring practices are sound and compliant with regulations. Responsible for advertising openings. Screens, interviews, tests applicants for various positions as well as provides recommendations. Assists with staff training, performance management, and retention efforts.
Education: Associate's degree in a related area; years of experience maybe substituted for degree.
Years Experience: 3-5 years of experience in the field

Category Title: 23 Web Director/Principal
Functional Description

Determines the look-and-feel of the entire site. Creates original graphics and icons for use on the site. Implements the web design parameters, style guides and visual standards. Establishes and produces graphic material for use in advertising and promotion of online services and products. Requires a Generally manages a group of exempt and nonexempt employees. Relies on experience and judgment to plan and accomplish goals.
Education: Bachelor's degree
Years Experience: 4 years of experience in the field

Category Title: 24 Client/Server Programmer II /Sr. Consultant
Functional Description

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's client/server software applications. Familiar with relational database concepts, and client-server concepts. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; a certain degree of creativity and latitude is required.
Education: Bachelor's degree
Years Experience: 2-4 years of experience in the field

Category Title: 25 Information Technology Generalist /Project Coordinator
Functional Description

Performs information systems administrative procedures and maintains documentation that covers two or more functional areas including data control, applications training, data coordination and scheduling, data security administration, etc. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision.
Education: Bachelor's degree
Years Experience: 0-3 years of experience in the field

Category Title: 26 Information Services Consultant /IT Manager
Functional Description

Works with end user groups to identify technical solutions to business problems or inefficiencies. Evaluates existing systems and/or user needs and makes recommendations. May require certification in specific applications. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.
Education: Bachelor's degree
Years Experience: 7 years of experience in the field
Category Title: 27 Computer Operations Supervisor / Site Manager
Functional Description

Supervises the daily activities of an operations unit. Determines workflow and scheduling. Implements operational policies and procedures. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks.
Education: Associates degree
Years Experience: 3-5 years of experience in the field

Category Title: 28 Network Engineer I/Systems Administrator
Functional Description

Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision.
Education: Bachelor's degree
Years Experience: 0-2 years of experience in the field

Category Title: 29 Security Administrator / Security Manager Auditor
Functional Description

Troubleshoots network access problems and implements network security policies and procedures. Ensures network (LAN/WAN, telecommunications, and voice) security access and protects against unauthorized access, modification, or destruction. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.
Education: Bachelor's degree
Years Experience: 5 years of experience in the field

Category Title: 30 Contact/Call Center Representative III/Analyst III
Functional Description

Duties include answering telephone call inquiries and promoting an organization's products and services. Responsible for researching and resolving complaints to ensure customer retention and satisfaction. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected.
Education: Associate's degree
Years Experience: 4-6 years of experience in the field

Category Title: 31 Administrative Assistant III/Office Manager
Functional Description

In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.
Education: High School diploma
Years Experience: 2 years of experience in the field
Category Title: 32 Help Desk Support, Sr.
Functional Description

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. Familiar with a variety of the field’s concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.
Education: Associate’s degree
Years Experience: 3 years of experience in the field

Category Title: 33 Help Desk Support.
Functional Description

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. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.
Education: Associate’s degree
Years Experience: 1 year of experience in the field

Category Title: 34 Help Desk Support Assistant
Functional Description

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. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.
Education: High school diploma
Years Experience: 0-2 years of experience in the field

Category Title: 35 Contact/Call Center Representative I
Functional Description

Duties include answering telephone call inquiries and promoting an organization's products and services. Responsible for researching and resolving complaints to ensure customer retention and satisfaction. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.
Education: High school diploma
Years Experience: 0-2 years of experience in the field