GENERAL SERVICES ADMINISTRATION

Federal Supply Service
Authorized Federal Supply Schedule Price List

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSAAAdvantage!™, a menu-driven database system. The INTERNET address for GSAAAdvantage!™ is: http://www.GSAAdvantage.gov.

Multiple Award Schedule (MAS)

Federal Supply Group: Professional Services

Contract Number: 47QRAA19D0024

For more information on ordering from Federal Supply Schedules, go to the GSA Schedules page at GSA.gov.

Contract Period: December 13, 2018 - December 13, 2023

Contractor: RIVA Solutions, Inc.
1676 International Drive, Suite 520
McLean, VA 22102-3209

Business Size: SBA-Certified 8(a) Small Disadvantaged Business (SDB)
(8(a) expiration is on January 19, 2026)

In accordance with 13 C.F.R 121.303, the Contractor is ineligible to participate in any RFQ that is set aside for small business where the subject contract’s awarded size status for the preponderance NAICS designated in the RFQ is “other than small”.

Telephone: (571) 297-4123
Fax: (571) 378-0158
Website: www.rivasolutionsinc.com
Email: Contracts@rivasolutionsinc.com
Contract Administration: Kaitlyn Cumber
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Company Overview
RIVA Solutions, Inc. (RIVA) is a mature SBA-certified 8(a) Small Disadvantaged Business (SDB) with 12+ years of experience providing best practices in technical, management consulting, and program support services. RIVA currently has 500+ employees and presence across 23 different states throughout the nation supporting DoD and civilian customers. RIVA has a customer portfolio of 25+ federal customers and holds a Top-Secret facility clearance. As an ISO-9001:2015, ISO:20001, ISO:27000 certified and CMMI Level 3 (services and development) appraised 8(a) company, RIVA’s innovative solutions are shaped on quality management best practices. We have heavily invested in tools and resources to support large, complex federal programs as well as IDIQ & GWAQs for effective task order management that allow us to rapidly meet evolving customer needs.

Extensive Past Performance Portfolio
We have excellent past performances in a wide range of administrative and program support projects supporting Federal government customers, which include the following:

- **Department of Defense**
  - Army
  - Navy
  - Air Force
  - National Guard
- **Department of Commerce (DOC)**
  - National Oceanic and Atmospheric Agency (NOAA)
  - Patent and Trademark Office (PTO)
- **Department of Health and Human Services (DHHS)**
  - Program Support Center (PSC)
  - National Institute of Health (NIH)
  - Agency for Healthcare Research and Quality (AHRQ)
- **Department of Agriculture (USDA)**
- **Department of Homeland Security**
  - U.S. Customs and Border Protection (CBP)
  - Federal Emergency Management Agency (FEMA)
- **Department of State**
  - Bureau of International Information Programs (IIP)
  - Bureau of Consular Affairs (CA)
- **Department of Education**
  - Federal Student Aid (FSA)
- **Department of Transportation**
  - Federal Aviation Administration
- **Federal Trade Commission**
- **National Science Foundation**
- **Environmental Protection Agency**
- **Nuclear Regulatory Commission**
- **Department Of Interior**
Our Commitment to Excellence
To bring excellent service to our customers, we provide best value and effective collaborations to each project by working closely with each customer and vendors. We leverage established business relationships with our strategic partners to provide best value program support solutions and deliver the necessary personnel, material, equipment, services, and facilities to our customer. RIVA has extensive experience transitioning and managing contracts that involve the Service Contract Labor Standards (SCLS) and has built a corporate infrastructure that mitigates risk associated with the complexities of SCLS contract management. We provide end-to-end project management, logistics, training, and operations support to ensure contract success. These factors combined represent significant strength and low performance risk in meeting specific customer requirements.

Below are our core competencies relevant to MAS:

- Program Management
- Strategic Planning
- Administrative Support
- Financial Support
- Logistics Support
- Program Support
- Business Requirements Analysis
- Machine Operating/Equipment Support
- Telecommunications/AV Support
Customer Information

1A. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

<table>
<thead>
<tr>
<th>SIN</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>541511</td>
<td>Web Based Marketing</td>
</tr>
<tr>
<td>541614SVC</td>
<td>Supply and Value Chain Management</td>
</tr>
<tr>
<td>541930</td>
<td>Translation and Interpretation Services</td>
</tr>
<tr>
<td>561210FS</td>
<td>Facilities Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials</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.

See Rate Table.

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.

See Labor Category Descriptions.

2. Maximum Order

$1,000,000.00

3. Minimum Order

$100.00

4. Geographic Coverage (delivery area)

Domestic only

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

Same as company address.

6. Discount from list prices or statement of net price:
Government net prices (discounts already deducted). See Attachment.

7. **Quantity discounts**

1% for all task order that exceed $500,000.

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**

Contact Contractor

10c. **Overnight and 2-day delivery**

Contact Contractor

10d. **Urgent Requirements**

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 and information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.
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

22a. Preventive maintenance (if applicable)

N/A

22b. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants

N/A
23. 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. contactor’s website or other location.) The EIT standards can be found at: www.Section508.gov.

N/A

23. Unique Entity Identifier (UEI) Number

E83BPDKCKUA8

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

Registered
**Final Pricing**
The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
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<tr>
<td>Accounting Clerk I</td>
<td>$28.63</td>
<td>$29.21</td>
<td>$29.79</td>
<td>$30.39</td>
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<tr>
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<td>$35.27</td>
</tr>
<tr>
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<td>$40.02</td>
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<td>Accounting Clerk III (561210FS)</td>
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<td>$36.98</td>
<td>$37.72</td>
<td>$38.48</td>
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<td>$81.40</td>
<td>$83.02</td>
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<td>$132.26</td>
<td>$134.91</td>
<td>$137.61</td>
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<td>$102.73</td>
<td>$104.79</td>
<td>$106.88</td>
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<td>$20.98</td>
<td>$21.40</td>
<td>$21.83</td>
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<td>Clerical, Supervisory</td>
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<td>$65.75</td>
<td>$67.07</td>
<td>$68.41</td>
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<tr>
<td>Computer Operator I</td>
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<td>$31.30</td>
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<td>$36.96</td>
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<tr>
<td>Computer Operator III</td>
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<td>$59.88</td>
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<td>Driver/Courier</td>
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<td>General Clerk I</td>
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<td>$39.28</td>
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<td>General Clerk II</td>
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<td>$42.12</td>
<td>$42.96</td>
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<td>$42.12</td>
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<td>Laborer</td>
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<td>Job Position</td>
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<td>Year 5</td>
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<tr>
<td>--------------------------------------------------</td>
<td>--------</td>
<td>--------</td>
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<td>--------</td>
<td>--------</td>
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<tr>
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<td>Receptionian</td>
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<td>Secretary II</td>
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<td>Shipping/Receiving Clerk</td>
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<td>$46.60</td>
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<td>$51.83</td>
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<td>Shuttle Bus Driver</td>
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<td>$26.74</td>
<td>$27.28</td>
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<td>Supervisory Paralegal</td>
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<td>Support Scientist (Mid/Low Level)</td>
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<td>Task Supervisor</td>
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<td>Telecommunications Mechanic II</td>
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<td>$45.95</td>
<td>$46.87</td>
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<tr>
<td>Warehouse Specialist, Supervisor (541614SVC)</td>
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<td>$57.95</td>
<td>$59.11</td>
<td>$60.29</td>
<td></td>
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<td>Warehouse Specialist, Supervisor (561210FS)</td>
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<td>$57.95</td>
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<td>Web Designer</td>
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<td>Word Processor</td>
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<td>Word Processor, Senior</td>
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<table>
<thead>
<tr>
<th>Service Performed</th>
<th>Source Language</th>
<th>Target Language</th>
<th>Unit</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Translation</td>
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<td>English</td>
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**Service Contract Labor Standards (SCLS):** The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the contractor adds SCLS labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.
Labor Category Descriptions

**Accounting Clerk I**
SIN(s): 561210FS

**Minimum Years of Experience:** High School diploma and/or no experience needed.

**Duties:** Performs accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Entry-level reconciliation and posting will be assigned under detailed guidance. In most instances, an employee in this position will rely on the supervisors’ instructions. Completed work will be reviewed for accuracy and compliance with procedures.

**Accounting Clerk II**
SIN(s): 561210FS

**Minimum Years of Experience:** High School diploma and two (2) years of experience.

**Duties:** Performs one or more routine accounting clerical operations, such as: examining, verifying, and correcting accounting transactions to insure completeness and accuracy of data and proper identification of accounts, and checking that expenditures will not exceed obligations in specified accounts; totaling, balancing, and reconciling collection vouchers; posting data to transaction sheets where employee identifies proper accounts and items to be posted; and coding documents in accordance with a chart (listing) of accounts. Employee follows specific and detailed accounting procedures. Completed work is reviewed for accuracy and compliance with procedures.

**Accounting Clerk III**
SIN(s): 541614SVC, 561210FS

**Minimum Years of Experience:** High school diploma and four (4) years of experience.

**Duties:** Performs one or more accounting tasks such as posting to registers and ledgers; balancing and reconciling accounts; verifying the internal consistency, completeness, and mathematical accuracy of accounting documents; assigning prescribed accounting distribution codes; examining and verifying the clerical accuracy of various types of reports, lists, calculations, postings, etc.; preparing journal vouchers; or making entries or adjustments to accounts. Maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following: reviews invoices and statements (verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit, determining accounts involved, coding transactions, and processing material through data processing for application in the accounting system); and/or analyzes and reconciles computer printouts with operating unit reports (contacting units and researching causes of discrepancies, and taking action to ensure that accounts balance).

**Business Analyst, Junior**
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and four (4) years of experience.

**Duties:** Possesses requisite knowledge, expertise and specialized skills to provide customized business-focused objective advice that creates value and improves business strategy, internal processes, and program/project performance. Develops and conducts complex qualitative and quantitative studies, and research and analysis that evaluates and provides conclusions and recommendations to integrate or improve program/project productivity. Identifies and develops methods, plans, and documentation to streamline operating procedures, reports and
systems to improve operations, achieve savings, and encourage long-range planning to ensure results.

With oversight, supports development of business plans, policies, procedural documentation, and other deliverables in support of executing decisions. Under supervision, assists with devising and implementing performance measures, related processes, and systems. Supports the facilitation of process and productivity improvement, systems alignment, organizational assessments, and program audits and evaluations. Assists crafting and executing quality control programs. Areas of expertise may include business process reengineering, performance management, statistical process control, individual and organizational assessment and evaluation, process modeling and simulation, strategic and business planning, change management, and organizational development.

**Business Analyst, Senior**

**SIN(s):** 541611

**Minimum Years of Experience:** Bachelor’s degree and seven (7) years of experience.

**Duties:** Possesses requisite knowledge, expertise and specialized skills to provide customized business-focused objective advice that creates value and improves business strategy, internal processes, and program/project performance. Develops and conducts complex qualitative and quantitative studies, and research and analysis that evaluates and provides conclusions and recommendations to integrate or improve program/project productivity. Identifies and develops methods, plans, and documentation to streamline operating procedures, reports and systems to improve operations, achieve savings, and encourage long-range planning to ensure results.

Supports development of business plans, policies, procedural documentation, and other deliverables in support of executing decisions. Assists with devising and implementing performance measures, related processes, and systems. Facilitates process and productivity improvement, systems alignment, organizational assessments, and program audits and evaluations. Crafts and executes quality control programs. Areas of expertise may include business process reengineering, performance management, statistical process control, individual and organizational assessment and evaluation, process modeling and simulation, strategic and business planning, change management, and organizational development.

**Business Consultant**

**SIN(s):** 541611

**Minimum Years of Experience:** Bachelor’s degree plus three (3) Minimum Years of Experience.

**Duties:** Analyzing the impact of a new component on operations, identifying gaps between systems and operational guidance, and confirming functionality against real business scenarios through emulation of the business context prior to acceptance of a software release or hardware component. Collecting, analyzing, and reporting on business requirements or User Acceptance Testing I (UAT) progress against established goals, timelines and milestones. Identifying, developing, and implementing validation and testing models, approaches, and methodologies that will interface with the existing Consular Systems and Technology Configuration Management, Development Quality Assurance (QA), and Independent Verification and Validation (IV&V) processes. Validating that the appropriate organizations receive guidance related to business operations, rules, policy changes, and impact assessments. Verifying the successful implementation of business requirements. Preparing ad-hoc deliverables based on the scale and scope of each project.

**Clerical**

**SIN(s):** 541614SVC

**Minimum Years of Experience:** High School diploma and/or no experience needed.

**Duties:** Performs routine document center support functions such as photocopying; delivering items; generating
blowback; assembling notebooks, including pulling file copies of documents, tabbing binders, numbering, binding, labeling, re-filing documents and shelving; packing boxes and preparing them for shipment; bates stamping; ordering supplies; retrieving case materials; completing log sheets; answering phones; logging messages; faxing information, etc. Prepares documents for imaging/scanning. Assembles/disassembles documents as required, taking care to ensure that original documents are reassembled exactly to their original state. Maintains inventory/control records. Performs simple typing assignments using word processing equipment.

Clerical, Supervisory
SIN(s): 541614SVC

Minimum Years of Experience: High school diploma and two (2) years of experience.

Duties: Directs and supervises clerical staff in performing support functions such as photocopying, courier/delivery services, document retrieval, faxing information, etc. Performs quality control and ensures timely delivery of all specified deliverables. Tracks progress of all clerical activities and reports status to appropriate manager. Arranges routine and emergency service and maintenance of office equipment. Oversees the organization and maintenance of correspondence files.

Computer Operator I
SIN(s): 561210FS

Minimum Years of Experience: High School diploma and/or no experience needed.

Duties: The Computer Operator I works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, this worker resolves common operating problems and may serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work.

Computer Operator II
SIN(s): 561210FS

Minimum Years of Experience: High School diploma and two (2) years of experience.

Duties: The Computer Operator II processes scheduled routines that present few difficult operating problems (e.g., infrequent, or easily resolved error conditions). In response to computer output instructions or error conditions, this worker applies standard operating or corrective procedure, refers problems that do not respond to preplanned procedure, and may serve as an assistant operator, working under general supervision.

Computer Operator III
SIN(s): 541614SVC, 561210FS

Minimum Years of Experience: High school diploma and four (4) years of experience.

Duties: The Computer Operator III processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, this worker diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). Information technology services staff process all electronic equipment marked for excess. They shall prepare computers, laptops, and mobile devices by clearing, reformatting, and reloading operating systems prior to the excess process. Information technology services staff is also responsible for the technical support of all technology that is used by the contract staff in support of the operation such as, but not limited to: computers; printers; fax machines; hand-held devices; and, postage meters. Installs and performs minor repairs to hardware, software, and peripheral equipment, while
following design or installation specifications. Encryption services staff provide imaging and encryption services for all computers, laptops, and mobile devices. In response to computer output instructions or error conditions, the Computer Operator III may deviate from standard procedures if standard procedures do not provide a solution and refers problems which do not respond to corrective procedures to a person of supervisory or higher individual contributor level.

**Data Entry Technician**  
SIN(s): 541614SVC

**Minimum Years of Experience**: High School diploma and one (1) year of experience.

**Duties**: Enters data into variety of computer systems. Enters data in prescribed format for subsequent processing. Reviews error messages and makes corrections during data entry. Maintains operating records. Logs and controls documents.

**Document Management Technician**  
SIN(s): 541614SVC

**Minimum Years of Experience**: High school diploma (or equivalent).

**Duties**: Filing, retrieving, and copying case file materials; creating witness binders; preparing deposition and trial exhibits; entering data on-line to case files and other databases; proofreading, editing, correcting OCR'd text files; retrieving and blowing back documents from microfilm and digital image media; tabbing, numbering, labeling, assembling documents; filling out log sheets and reporting on task progress; and performing quality control on the work of peers in all of these areas. Prepares documents for image scanning; performs other document collection related activities, including document screening, and labeling of files to be scanned. Performs simple database searches.

**Driver/Courier**  
SIN(s): 561210FS

**Minimum Years of Experience**: High School diploma and one (1) year of experience.

**Duties**: The Driver/Courier drives automobile or light truck to deliver messages, documents, packages and mail to various business concerns or governmental agencies, may occasionally transport office personnel and visitors, perform miscellaneous errands, such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. The Driver Courier may obtain receipts for articles delivered and keep a log of items received and deliver items to offices and departments within an establishment.

**eDiscovery Project Coordinator**  
SIN(s): 541611

**Minimum Years of Experience**: Bachelor’s degree plus five (5) years of experience.

**Duties**: The e-Discovery Project Coordinator is a senior level position and is responsible for coordinating all technical aspects and assisting with strategic and legal aspects for all assigned projects and matters involving electronic discovery. Serves as the primary point of contact throughout the discovery lifecycle, applying in-depth knowledge and experience to provide expert consultation and advice on technology and best practices. Consults with case teams to effectively develop and apply technical strategies, requirements and goals in order to develop and implement project plans, including data collection, processing, document production and trial. Acts as the primary point of contact and liaison for electronic discovery issues between the legal team and the contractor(s) to ensure proper communication between the parties. Advises legal team on technology options to respond to specific discovery needs including but not limited to recommendations for products to perform early case
assessments, document search, and document reviews in the most efficient, timely, and cost-effective manner.

**Educational Technologist**  
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree plus five (5) years of experience.

**Duties:** The Educational Technologist will provide expertise in instructional methodology, tests and measurement, and curriculum development, develop courseware format guidelines, review and maintain task lists and objective hierarchies, and write courseware materials in designated format (student study guide, workbooks, etc.). This technologist will work with Instructional Developers and Instructor/Subject Matter Experts to ensure accurate content and format. This person plans graphics integrates completed graphics into curriculum. Responsibilities require the Technologist to track individual lesson status, review lesson materials before submission ensure revisions do not impact instructional flow and monitor lecture presentations to evaluate and assist with lesson organization and content.

**Electronic Technician III (Telecom)**  
SIN(s): 561210FS

**Minimum Years of Experience:** High school diploma and seven (7) years of experience.

**Duties:** Utilizes engineered drawings, statements of work, and technical manuals to determine requirements for cable and fiber systems; prepares and installs conduit for telecommunications/data and electrical circuits; moves and installs electrical circuits ‘as needed’ to support telecommunications equipment and end users; installs cable pathways for inside and outside cable distribution; terminates cables and fiber; and installs telecommunications equipment. Performs site surveys using technical documents, assists in the development of job plans, and the building of telecommunications closets; works to install grounding and bonding for telecommunications equipment in accordance with the agency standards.

**ET Maintenance III**  
SIN(s): 561210FS

**Minimum Years of Experience:** High School diploma and five (5) years of experience.

**Duties:** The Electronics Technician Maintenance III applies advanced technical knowledge to solve complex problems that typically cannot be solved solely by referencing manufacturers' manuals or similar documents. Examples of such problems include determining the location and density of circuitry, evaluating electromagnetic radiation, isolating malfunctions, and incorporating engineering changes. Work typically requires an understanding of the interrelationships of circuits, exercising independent judgment in performing such tasks as making circuit analyses, calculating wave forms, and tracing relationships in signal flow, using complex test instruments such as high frequency pulse generators, frequency synthesizers, distortion analyzers, and complex computer control equipment. Work may be reviewed by supervisor for general compliance with accepted practices. This position may provide technical guidance to lower level technicians.

**External Property Management Support Specialist**  
SIN(s): 541614SVC

**Minimum Years of Experience:** High School diploma and two (2) years of experience.

**Duties:** Conducts Data Calls, Monitoring and other support for Property Management Reports. Responds to surveys on vehicles/real estate. Generates Government-Owned Equipment (GOE) Risk Management Report. Assists in performing property close-out activities. Assists in providing advice and guidance to grantees. Assists in contributing to the development of Asset Management Plans (AMP). Responds to questions in support of the

**Facility Management Support Specialist**
SIN(s): 541614SVC

**Minimum Years of Experience:** High School diploma and three (3) years of experience.

**Duties:** Conducts field surveys and verifies existing floor plans and occupied space names. Monitors and follows-up on facilities-related service requests. Follows up with the property management company and building engineers. Provides staff assistance with emergency facilities-related requests. Provides assistance with move management. Provides weekly status update on tasks.

**General Clerk I (Financial)**
SIN(s): 541614SVC

**Minimum Years of Experience:** High School diploma and one (1) year of experience.

**Duties:** Performs one or more routine accounting clerical operations, such as: examining, verifying, and correcting accounting transactions to insure completeness and accuracy of data and proper identification of accounts, and checking that expenditures will not exceed obligations in specified accounts; totaling, balancing, and reconciling collection vouchers; posting data to transaction sheets where employee identifies proper accounts and items to be posted; and coding documents in accordance with a chart (listing) of accounts. Employee follows specific and detailed accounting procedures. Completed work is reviewed for accuracy and compliance with procedures.

**General Clerk I (Clerical)**
SIN(s): 561210FS

**Minimum Years of Experience:** High School diploma and/or no experience needed.

**Duties:** This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier, facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.

**General Clerk II (Financial)**
SIN(s): 541614SVC

**Minimum Years of Experience:** High School diploma and five (5) years of experience.

**Duties:** Performs one or more accounting tasks such as posting to registers and ledgers; balancing and reconciling accounts; verifying the internal consistency, completeness, and mathematical accuracy of accounting documents; assigning prescribed accounting distribution codes; examining and verifying the clerical accuracy of various types of reports, lists, calculations, postings, etc.; preparing journal vouchers; or making entries or adjustments to accounts. Maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following: reviews invoices and statements (verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit, determining accounts involved, coding transactions, and processing material through data processing for application in the accounting system); and/or analyzes and reconciles computer printouts with operating unit.
reports (contacting units and researching causes of discrepancies, and taking action to ensure that accounts balance). Supervisor provides suggestions for handling unusual or non-recurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor or are controlled by mechanisms built into the accounting system.

**General Clerk II (Clerical)**  
SIN(s): 561210FS

**Minimum Years of Experience:** High School diploma and two (2) years of experience.

**Duties:** This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

**General Clerk III (Financial)**  
SIN(s): 541614SVC

**Minimum Years of Experience:** High School diploma and two (4) years of experience.

**Duties:** This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints.

**General Clerk III (Clerical)**  
SIN(s): 561210FS

**Minimum Years of Experience:** High School diploma and two (4) years of experience.

**Duties:** Use of subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting guides, manuals, and procedures.

**General Maintenance Worker (Vehicles)**  
SIN(s): 561210FS

**Minimum Years of Experience:** High School diploma and two (2) years of experience.

**Duties:** Responsible for assuring that all government vehicles are routinely serviced and maintained. Equipment maintenance includes corrective maintenance, preventative maintenance, modifications to equipment, preparation of equipment for disposal and miscellaneous maintenance services. Maintenance services shall be conducted at facilities and in the field. Possesses the appropriate motor vehicle licensing to operate and maintain the motor vehicle and equipment assigned.
**Heavy Equipment Mechanic**  
SIN(s): 541614SVC, 561210FS

**Minimum Years of Experience:** High School diploma and five (5) years of experience.

**Duties:** The Heavy Equipment Mechanic analyzes malfunctions and repairs, rebuilds and maintains power equipment, such as cranes, power shovels, scrapers, paving machines, motor graders, trench-digging machines, conveyors, bulldozers, dredges, pumps, compressors and pneumatic tools. This worker operates and inspects machines or equipment to diagnose defects, dismantles and reassembles equipment, using hoists and hand tools, examines parts for damage or excessive wear, using micrometers and gauges, replaces defective engines and subassemblies, such as transmissions, and tests overhauled equipment to insure operating efficiency. The mechanic welds broken parts and structural members, may direct workers engaged in cleaning parts and assisting with assembly and disassembly of equipment, and may repair, adjust and maintain mining machinery, such as stripping and loading shovels, drilling and cutting machines, and continuous mining machines.

**IT Consultant**  
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and two (2) years of experience.

**Duties:** Uses proven skills in design, development, and implementation of commercial and/or custom software applications and products, or other aspects of the IT Systems Development Lifecycle, with oversight. Reports to upper level and follows guidelines, protocols, and standard procedures.

**IT Consultant, Senior**  
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and four (4) years of experience.

**Duties:** Proven skills in design, development, and implementation of commercial and/or custom software applications and products, or other aspects of the IT Systems Development Lifecycle. Leads and directs lower levels to follow guidelines, protocols and standard procedures.

**IT Team Member II**  
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and one (1) year of experience or relevant professional certification.  
*Possession of a professional certification other than that used to meet the minimum educational requirements, may also be substituted for one year of experience.*

**Duties:** Experience providing IT consulting, system and application development, design and implementation, business process reengineering, IT transformation, web design and development, or other related services. In first year of experience providing IT consulting, system and application development, design and implementation, business process reengineering, IT transformation, or other related services. Possession of an advanced degree may be substituted for one year of experience. Performs IT SDLC tasks, including system analysis, design, and documentation of business processes and systems evaluations, and test system applications. Responsibilities may include analyzing data, documenting work performed, leading interviews, or other similar services. Develops and presents work products and deliverables. May develop and deliver training materials and/or assess and improve business processes, applications, and systems.
**Laborer**  
SIN(s): 541614SVC, 561210FS

**Minimum Years of Experience:** High School diploma and one (1) year of experience.

**Duties:** The Laborer performs tasks that require mainly physical abilities and effort involving little or no specialized skill or prior work experience. The following tasks are typical of this occupation: the Laborer loads and unloads trucks, and other conveyances, moves supplies and materials to proper location by wheelbarrow or hand truck; stacks materials for storage or binning, collects refuse and salvageable materials, and digs, fills, and tamps earth excavations, The Laborer levels ground using pick, shovel, tamper and rake, shovels concrete and snow; cleans culverts and ditches, cuts tree and brush; operates power lawnmowers, moves and arranges heavy pieces of office and household furniture, equipment, and appliance, moves heavy pieces of automotive, medical engineering, and other types of machinery and equipment, spreads sand and salt on icy roads and walkways, and picks up leaves and trash.

**Lead Telecommunications Technician**  
SIN(s): 541611

**Minimum Years of Experience:** High School diploma and five (5) years of experience.

**Duties:** The Lead Telecommunications Technician works to troubleshoot, repair, and replace telecommunications equipment. Installs, tests, troubleshoots, programs, maintains, and repairs switch equipment, routers, telephones, paging, fire alarm, intrusion alarm, teleconference equipment, and computer data circuits at the facility. The Lead Technician also works on daily trouble tickets; moves, adds and changes; and works to complete and close work orders. The technician will also be responsible for assisting in the troubleshooting and the replacement of network devices. Network installations/repairs may be coordinated through a network administrator as required to support daily operations. The Lead creates switch equipment route paths with copper and fiber; installs telephone and network positions; extends, tests and trouble shoots various circuits as well as any other telecommunication circuit; analyzes system failures and other unusual system occurrences to isolate the source of the problem and determine whether the failure is caused by software, hardware, or other factors; analyzes and assigns work order to technicians as designated by the manager/supervisor; assess and evaluates inside and outside infrastructure cable plant; performs site surveys using technical documents and assists in the development of job planning. Maintains manual and/or computerized office records, including detail records, cable records, and parts inventory.

**Non-Ralph Language Editor**  
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and one (1) year of experience.

**Duties:** Language editors are required to provide services, including the translation of written, electronic and multi-media material from source text into target text; review and editing of translated texts; and occasionally, the writing original copy as needed. Core languages include Spanish, French, Chinese (Mandarin), Arabic, Portuguese, Persian and Russian. Other languages may be required as needed. Fields of expertise include but are not limited to business, international politics and diplomacy, cultural and science; localization for Internet and intranet websites; subtitling; and transcripts. Editing services include formatting, proofreading, text adaptation, and quality assurance.
**PMO Support Specialist I**  
SIN(s): 541611

**Minimum Years of Experience:** Associate degree and two (2) years of experience.

**Duties:** Develops schedules, tracks resource utilization, prepares management reports, tracks program status, and identifies program constraints. Reports to upper level of status reports and modifications/improvements.

**PMO Support Specialist II, Senior**  
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and three (3) years of experience.

**Duties:** Develops schedules, tracks resource utilization, prepares management reports, tracks program status, and identifies program constraints. Leads and directs lower levels to follow guidelines, protocols and standard procedures.

**Program Manager**  
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and six (6) years of experience.

**Duties:** Leads programs and IT professionals in analysis, design, integration, testing, documenting, converting, extending and implementing automated information and/or other advanced technology systems. Held responsible for lower teams and is manages individuals in meeting timelines for clients.

**Program Support Specialist**  
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and six (6) years of experience.

**Duties:** Non-Scientific Program Support will consist of supporting property oversight, travel management, meeting coordination, internal and external correspondences, weekly reporting and response to actions.

**Project Coordinator**  
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and zero (0) years of experience.

**Duties:** Works with project team to understand and assist with tracking all work, task and project assignments. Working with Project Manager, assist in developing a comprehensive workflow process for project. Monitor and modify project schedule as assigned. Maintain document control, database management, track project activities and team communication. Assists project team and team lead in strategic meetings and follow up with meeting notes. Schedules project follow up meetings as needed. Develops and publishes communications to project shareholders. Develops and reviews project status and reports. Supports the PMO team in tracking and reporting project performance and metrics. Maintains project folders/SharePoint sites. Maintains and follows-up on action items, risk logs etc.
**Project Manager**
SIN(s): 541611, 561210FS

**Minimum Years of Experience:** Bachelor’s degree and four (4) years of experience.

**Duties:** This individual is responsible for the overall management and coordination of this contract and will be the main point of contact with the Government. The Project Manager will oversee the daily performance of the contractor team and provide reports as required to the Government. The Project Manager will be responsible for keeping the onsite team on schedule and within budget, and meeting agreed upon quality levels.

**Project Manager, Lead**
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and six (6) Minimum Years of Experience.

**Duties:** The Lead Project Manager is a senior level Project Manager with responsibilities for coordinating the efforts of several Project Managers, or for large numbers of projects. The Lead Project Manager is responsible for overall quality assurance and timeliness of delivery for all work performed. The Lead Project Manager also performs overall coordinating functions with other Contractor components.

**Project Manager, Senior**
SIN(s): 561210FS

**Minimum Years of Experience:** Bachelor’s degree and ten (10) years of experience.

**Duties:** Manage the daily operations for the Customer. Lead staff in the areas of facility maintenance, mail, supplies, warehouse management, shipping and receiving, and transportation. Identify and propose methods for the agency’s operations to save costs and increase efficiencies. Prepare reports as required by the Government. Maintain employee retention and lead recruitment programs. Collaborate with senior officials on various projects throughout the life of the contract. Supervise the on-site technicians; interface with the COR or other designated government representative(s); perform management and operations support for the facilities’ infrastructure; provide technical and administrative planning, organizing, managing, coordinating, and tasking resource management. Must be able to evaluate and advise on any infrastructure proposals for possible upgrades of the infrastructure. Coordinate work order performance i.e. schedule dates and strategic planning. Supervise technical personnel relating to workload assignments. Has full authority to act on behalf of the Contractor for all issues pertaining to contract administration of the contract.

**Quality Assurance Specialist III**
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and ten (10) years of experience.

**Duties:** Leads programs and IT professionals in analysis, design, integration, testing, documenting, converting, extending and implementing automated information and/or other advanced technology systems. Responsible for ensuring top quality and following standard procedures. Directs lower levels and provides them insights for improvement purposes.

**Receptionist**
SIN(s): 541614SVC

**Minimum Years of Experience:** High school diploma and one (1) year of experience.

**Duties:** Works under the supervision of a Task Supervisor typically at a large document center. Answers
telephones, greets visitors, and maintains sign-in logs and visitor badges. Performs typing/word processing and other clerical support functions.

Secretary II
SIN(s): 541614SVC

Minimum Years of Experience: Associates degree and four (4) years of experience.

Duties: Maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff, works fairly independently receiving a minimum of detailed supervision and guidance, and performs various clerical and secretarial duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office. Working knowledge of certain office software programs.

Secretary III
SIN(s): 541614SVC, 561210FS

Minimum Years of Experience: Bachelor’s degree and three (3) years of experience.

Duties: Uses greater judgment and initiative to determine the approach or action to take in non-routine situations, interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval. Anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered. Read publications, regulations, and directives and take action or refer those that are important to the supervisor and staff. Prepare special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions. Advise secretaries in subordinate offices on new procedures. Request information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc., and shifts clerical staff to accommodate workload needs. Maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff, works fairly independently receiving a minimum of detailed supervision and guidance, and performs various clerical and secretarial duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office. Working knowledge of certain office software programs.

Senior Strategic Communications Support Specialist
SIN(s): 541611

Minimum Years of Experience: Bachelor’s degree and eight (8) years of experience.

Duties: Lead the development and implementation of strategic communications designed to promote and raise awareness of initiatives among a variety of audiences. Create and make updates to organization-wide messaging and communications in a variety of formats. Ensure the consistency of content, language, and tone for all deliverables. Conceptualize and develop a wide variety of informational materials. Develop communication plans. Plan, develop, and schedule communication project timelines. Track communication deliverables using appropriate tools. Monitor and report on progress of deliverables to all stakeholders. Present reports defining communication plan progress, problems, and solutions. Track project progress to meet customers’ deadlines. Communicate throughout the project and inform the client of unexpected delays or if changes in the scope will delay the desired delivery date.
Senior Support Specialist
SIN(s): 541614SVC

Minimum Years of Experience: Bachelor’s degree and six (6) years of experience.

Duties: Provides lead or senior level support for technical, business & administrative aspects of the program. Examples of this category are contract administrators, financial analysts, software developers, automated testers, senior program assistants and senior technicians.

Shipping/Receiving Clerk
SIN(s): 541614SVC, 561210FS

Minimum Years of Experience: High School diploma and one (1) year of experience.

Duties: The shipping and receiving clerk schedules, monitors, and manages traffic on the loading dock, as well as prepares and maintains records of all shipments received and distributed and maintains a log and statistics on inbound and outbound dock activity for the agency. Responsible for receipt, bar coding, entry, and delivery of all incoming accountable property, as well as delivery of all other materials received. Coordinate pickup of all accountable property slated for excess.

Shipping/Receiving Clerk, Lead
SIN(s): 541614SVC

Minimum Years of Experience: High School diploma and two (2) years of experience.

Duties: Performs as the lead for shipping and receiving personnel. The lead schedules, monitors, and manages traffic on the loading dock, as well as prepares and maintains records of all shipments received and distributed and maintains a log and statistics on inbound and outbound dock activity for the agency. Responsible for receipt, bar coding, entry, and delivery of all incoming accountable property, as well as delivery of all other materials received. The unit coordinates pickup of all accountable property slated for excess.

Shuttle Bus Driver
SIN(s): 561210FS

Minimum Years of Experience: High School

Duties: The Shuttle Bus Driver drives minibus or van to transport clients, trainees, or company personnel; drives vehicle from individual or central loading area to social services or rehabilitation center, training location, job site, or other destination according to assigned schedule. This driver may assist disabled passengers into and out of vehicle, secure passengers' wheelchairs to restraining devices to stabilize wheelchairs during trip; may operate radio or similar device to communicate with base station or other vehicles to report disruption of service, clean and/or service vehicle with fuel, lubricants, and accessories, keep records of trips and/or behavior of passengers, and perform other duties when not driving such as, custodial and building maintenance tasks.

Supervisory Paralegal
SIN(s): 541614SVC

Minimum Years of Experience: High School diploma and three (3) years of experience.

Duties: Directs and supervises the work of paralegals and other support staff, particularly on major paralegal support efforts, such as large legal research projects or major in-courtroom support. Monitors work and reports on progress. Responsible for ensuring that paralegal and support staff work meets contract and attorney requirements and is delivered on time. Troubleshoots and performs quality control spot-checks. Performs complex legal and
factual research. Designs and develops systems and procedures for tracking, controlling, and managing case files, exhibits, and other case-specific materials. Assists trial staff in coordination with expert witnesses and litigation consultants. Arranges for access to appropriate libraries and other legal research facilities.

**Support Scientist (Mid/Low-Level)**
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and four (4) years of experience.

**Duties:** Maintain development software and continual nominal operations. Select, order and facilitate integrate new components into Tethys system. Develop and upgrade Utilities Software Tools package for processing and manipulating format data. Support Program Managers by assessing product integration and impacts to system processing. Participate in technical advisory groups. Provide consulting and analysis support in new areas, activities, sensors, and products.

**Task Supervisor**
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and two (2) years of experience.

**Duties:** First line supervisor for discovery, pre-trial, and trial support activities such as document acquisition, witness binder preparation, exhibit preparation and duplication, case file set up and maintenance, trial-site/courtroom support assignments, screening/discovery efforts, etc. Reports to Project Supervisor or Project Manager. Supervises and directs Document Management Analysts, Document Management Technicians, paralegals, and other clerical support staff to accomplish tasks. Reports to Project Supervisor or Project Manager on task progress; troubleshoots task issues; performs quality control spot-checking as necessary to ensure that work is of high quality and meets contract requirements; coordinates with other Contractor support staff, including data processing support staff; and documents the work performed.

**Telecommunications Mechanic II**
SIN(s): 561210FS

**Minimum Years of Experience:** High school diploma and five (5) years of experience.

**Duties:** The Telecommunications Mechanic II installs, tests, troubleshoots, programs, maintains, and repairs digital switching equipment, attendant consoles, power and ringing relay racks, miscellaneous telephone, radio, fire alarms, intrusion alarms, and computer data circuits and related apparatus required in the central switching office. This worker analyzes system failures and other unusual system occurrences to isolate the source of the problem and determine whether the failure is caused by software, hardware, or other factors. Employees in this position maintain manual and/or computerized records, including detail records, traffic analysis records, cable records, line records, subscriber service records, and spare parts inventories.

**Warehouse Specialist**
SIN(s): 541614SVC, 561210FS

**Minimum Years of Experience:** High school diploma and two (2) years of experience.

**Duties:** As directed, the Warehouse Specialist performs a variety of warehousing duties that require an understanding of the establishment's storage plan. Responsible for receiving, storing, and distributing excess property and equipment. All requested publications shall be packed, addressed, and delivered to the Mail Center for metering and mailing via USPS. Work involves most of the following: verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages, routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage
methods, rearranging and taking inventory of stored materials, examining stored materials and reporting deterioration and damage, removing material from storage and preparing it for shipment. This worker may operate hand or power trucks in performing warehousing duties.

**Warehouse Specialist, Supervisor**  
SIN(s): 541614SVC, 561210FS

**Minimum Years of Experience:** High school diploma and three (3) years of experience.

**Duties:** Responsible for supervising personnel who are responsible for receiving, storing, and distributing excess property and equipment. All requested publications shall be packed, addressed, and delivered to the Mail Center for metering and mailing via USPS. Leads and directs lower levels to follow standard procedures and delegates their tasks.

**Warehouse Worker**  
SIN(s): 561210FS

**Minimum Years of Experience:** High school diploma and three (3) years of experience.

**Duties:** As directed, the Warehouse Worker performs a variety of warehousing duties that require an understanding of the establishment's storage plan. Work involves most of the following: verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages, routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods, rearranging and taking inventory of stored materials, examining stored materials and reporting deterioration and damage, removing material from storage and preparing it for shipment. This worker may operate hand or power trucks in performing warehousing duties.

**Web Designer**  
SIN(s): 541611

**Minimum Years of Experience:** Bachelor’s degree and one (1) year of experience.

**Duties:** Demonstrated background in design and layout of web publishing. Personnel shall have demonstrated experience and training in web design and layout with training and experience in the 2015 version of the following software: Adobe Dreamweaver, Illustrator, InDesign, Photoshop, and MS Word. Demonstrated experience and training in HTML and CSS and be familiar with Javascript.

**Word Processor**  
SIN(s): 541614SVC

**Minimum Years of Experience:** High school diploma and one (1) year of experience.

**Duties:** Types, edits, corrects, etc. documents, charts, tables, etc. as required. Proofreads, edits, and corrects OCR’d text files. Responsible for routine file maintenance, including maintaining backup copies of original files, as well as working files. Performs quality control over own work and work of peers. Performs simple maintenance on office machines such as copiers and fax machines. Answers phones.
Word Processor, Senior
SIN(s): 541614SVC

Minimum Years of Experience: High school diploma and two (2) years of experience.

Duties: Types, edits, corrects, etc. documents, charts, tables, etc. as required. Proofreads, edits, and corrects OCR'd text files. Responsible for routine file maintenance, including maintaining backup copies of original files, as well as working files. Performs quality control over own work and work of peers. Performs simple maintenance on office machines such as copiers and fax machines. Organizes and maintains correspondence files. Works independently; does not require constant, close supervision. May serve in a coordinating role for a pool of Word Processors, monitoring workload and progress, and performing quality control.

Translation and Interpretation Services
SIN: 541930

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