

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is <http://www.gsaaadvantage.gov>

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

Schedule: Multiple Award Services (MAS)

Federal Supply Group: Facilities

Contract Number: 47QSHA20D000Z

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

Price list current as of Modification # PS-0027 effective June 17, 2020

Contract Period: December 16, 2019 through December 15, 2024

Contractor: **MIRACORP, Inc.**
8413 E Baseline Rd, Suite 109
Mesa, AZ 85209
(480) 726-7747—Phone
(480) 726-7757—Fax
www.miracorp.us



Contact for Contract Administration:

Cynthia Miracle 480-726-0621

Cynthia@miracorp.us

Business Size: SMALL

SMALL BUSINESS DESIGNATION

- 1) Small Disadvantaged Business (SDB)
- 2) Service-Disabled Veteran-Owned Small Business (SDVOSB)
- 3) Women-Owned Small Business (WOSB)
- 4) Veteran-Owned Small Business (VOSB)

CUSTOMER INFORMATION:

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

SIN	SIN Description
561210FAC	Complete Facilities Maintenance and Management
OLM	Order-Level Materials (OLM)

- 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. Refer to page 4: Awarded Labor Categories and rates.**
- 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. Refer to page 11: 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 orders equal to or exceeding \$500,000.00
 - 8. Prompt payment terms:** Net 30 days
 - 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
 - 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** will accept over \$3,000
 - 10. Foreign items (list items by country of origin):** None
 - 11a. Time of Delivery (Contractor insert number of days):** Specified on the Task Order
 - 11b. 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

- 11c. 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
- 11d. 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 affect a faster delivery: Contact Contractor
- 12. F.O.B Points(s):** Destination
- 13a. Ordering Address(es):** Same as Contractor
- 13b. Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.
- 14. Payment address(es):** Same as company address
- 15. Warranty provision:** Contractor’s standard commercial warranty.
- 16. Export Packing Charges (if applicable):** N/A
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
- 18. Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
- 19. Terms and conditions of installation (if applicable):** N/A
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a. Terms and conditions for any other services (if applicable):** N/A
- 21. List of service and distribution points (if applicable):** N/A
- 22. List of participating dealers (if applicable):** N/A
- 23. Preventive maintenance (if applicable):** N/A
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. 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. contactor’s website or other location.) The EIT standards can be found at:** www.Section508.gov/.
- 25. Data Universal Numbering System (DUNS) number:** 069354038
- 26. Notification regarding registration in System for Award Management (SAM) database:** Registered

AWARDED LABOR CATEGORIES AND RATES

SIN(s)	Labor Category	Min Edu	Min Exp	Year 1 12/16/19 - 12/15/20	Year 2 12/16/20 - 12/15/21	Year 3 12/16/21 - 12/15/22	Year 4 12/16/22 - 12/15/23	Year 5 12/16/23 - 12/15/24
561210FAC	Project Manager III	Masters	10	\$160.00	\$164.00	\$168.10	\$172.30	\$176.61
561210FAC	Project Manager II	Bachelors	8	\$120.00	\$123.00	\$126.08	\$129.23	\$132.46
561210FAC	Project Manager I	Bachelors	4	\$90.00	\$92.25	\$94.56	\$96.92	\$99.34
561210FAC	Subject Matter Expert III	PhD	15	\$351.84	\$360.63	\$369.65	\$378.89	\$388.36
561210FAC	Subject Matter Expert II	Masters	12	\$273.65	\$280.49	\$287.50	\$294.69	\$302.06
561210FAC	Subject Matter Expert I	Masters	8	\$244.33	\$250.44	\$256.70	\$263.12	\$269.70
561210FAC	Project Administrator	Associates	5	\$130.00	\$133.25	\$136.58	\$139.99	\$143.49
561210FAC	Facilities Manager	Associates	5	\$132.00	\$135.30	\$138.68	\$142.15	\$145.70
561210FAC	Analyst II	Bachelors	3	\$90.00	\$92.25	\$94.56	\$96.92	\$99.34
561210FAC	Analyst I	Associates	3	\$84.00	\$86.10	\$88.25	\$90.46	\$92.72
561210FAC	Procurement Specialist	Associates	3	\$80.00	\$82.00	\$84.05	\$86.15	\$88.30
561210FAC	Metering & Relay Technician	Professional	5	\$100.00	\$102.50	\$105.06	\$107.69	\$110.38

SIN(s)	Labor Category	Min Edu	Min Ex p	Year 1 12/16/19 - 12/15/20	Year 2 12/16/20 - 12/15/21	Year 3 12/16/21- 12/15/22	Year 4 12/16/22 - 12/15/23	Year 5 12/16/23 - 12/15/24
561210FAC		Certification						
561210FAC	Protection & Control Specialist	Bachelors	5	\$140.00	\$143.50	\$147.09	\$150.77	\$154.54
561210FAC	Construction Project Engineer	Bachelors	5	\$146.00	\$149.65	\$153.39	\$157.22	\$161.15
561210FAC	Construction Inspector	Professional Certification	5	\$92.00	\$94.30	\$96.66	\$99.08	\$101.56
561210FAC	Realty Specialist	Associates	5	\$90.00	\$92.25	\$94.56	\$96.92	\$99.34
561210FAC	Utility Forester	Associates	3	\$96.00	\$98.40	\$100.86	\$103.38	\$105.96
561210FAC	Administrative Assitant**	High School	3	\$70.10	\$71.85	\$73.65	\$75.49	\$77.38
561210FAC	Secretary III**	High School	2	\$57.66	\$59.10	\$60.58	\$62.09	\$63.64
561210FAC	Secretary II**	High School	2	\$51.72	\$53.01	\$54.34	\$55.70	\$57.09
561210FAC	Secretary I*	High School	1	\$46.24	\$47.40	\$48.59	\$49.80	\$51.05
561210FAC	General Clerk III**	High School	2	\$40.38	\$41.39	\$42.42	\$43.48	\$44.57
561210FAC	General Clerk II**	High School	2	\$35.98	\$36.88	\$37.80	\$38.75	\$39.72
561210FAC	General Clerk I**	High School	1	\$32.96	\$33.78	\$34.62	\$35.49	\$36.38

SIN(s)	Labor Category	Min Edu	Min Ex p	Year 1 12/16/19 - 12/15/20	Year 2 12/16/20 - 12/15/21	Year 3 12/16/21- 12/15/22	Year 4 12/16/22 - 12/15/23	Year 5 12/16/23 - 12/15/24
561210FAC	Receptionist**	High School	2	\$34.44	\$35.30	\$36.18	\$37.08	\$38.01
561210FAC	Heavy Equipment Mechanic**	High School	2	\$71.80	\$73.60	\$75.44	\$77.33	\$79.26
561210FAC	Supply Technician**	High School	2	\$70.10	\$71.85	\$73.65	\$75.49	\$77.38
561210FAC	Stationary Engineer**	High School	2	\$90.82	\$93.09	\$95.42	\$97.81	\$100.26
561210FAC	General Maintenance Worker**	High School	2	\$53.52	\$54.86	\$56.23	\$57.64	\$59.08
561210FAC	Forklift Operator**	High School	2	\$39.12	\$40.10	\$41.10	\$42.13	\$43.18
561210FAC	Material Coordinator**	High School	2	\$56.10	\$57.50	\$58.94	\$60.41	\$61.92
561210FAC	Material Handling Laborer**	High School	2	\$33.38	\$34.21	\$35.07	\$35.95	\$36.85
561210FAC	Shipping/Receiving Clerk**	High School	2	\$37.10	\$38.03	\$38.98	\$39.95	\$40.95
561210FAC	Warehouse Specialist**	High School	2	\$39.12	\$40.10	\$41.10	\$42.13	\$43.18
561210FAC	HVAC Mechanic**	High School	2	\$61.96	\$63.51	\$65.10	\$66.73	\$68.40
561210FAC	Engineering Technician VI**	High School	4	\$87.02	\$89.20	\$91.43	\$93.72	\$96.06
561210FAC	Engineering Technician V**	High School	3	\$71.96	\$73.76	\$75.60	\$77.49	\$79.43

SIN(s)	Labor Category	Min Edu	Min Ex p	Year 1 12/16/19 - 12/15/20	Year 2 12/16/20 - 12/15/21	Year 3 12/16/21- 12/15/22	Year 4 12/16/22 - 12/15/23	Year 5 12/16/23 - 12/15/24
561210FAC	Engineering Technician IV**	High School	3	\$58.80	\$60.27	\$61.78	\$63.32	\$64.90
561210FAC	Engineering Technician III**	High School	2	\$47.46	\$48.65	\$49.87	\$51.12	\$52.40
561210FAC	Engineering Technician II**	High School	2	\$42.44	\$43.50	\$44.59	\$45.70	\$46.84
561210FAC	Engineering Technician I**	High School	1	\$37.80	\$38.75	\$39.72	\$40.71	\$41.73
561210FAC	Environmental Technician**	High School	3	\$62.46	\$64.02	\$65.62	\$67.26	\$68.94
561210FAC	Drafter/CAD Operator IV**	High School	4	\$74.57	\$76.43	\$78.34	\$80.30	\$82.31
561210FAC	Drafter/CAD Operator III**	High School	3	\$61.98	\$63.53	\$65.12	\$66.75	\$68.42
561210FAC	Drafter/CAD Operator II**	High School	2	\$55.60	\$56.99	\$58.41	\$59.87	\$61.37
561210FAC	Drafter/CAD Operator I**	High School	1	\$49.72	\$50.96	\$52.23	\$53.54	\$54.88
561210FAC	Archeological Technician III**	High School	3	\$68.88	\$70.60	\$72.37	\$74.18	\$76.03
561210FAC	Archeological Technician II**	High School	2	\$55.60	\$56.99	\$58.41	\$59.87	\$61.37
561210FAC	Archeological Technician I**	High School	1	\$49.72	\$50.96	\$52.23	\$53.54	\$54.88
561210FAC	Computer Operator V**	High School	4	\$60.78	\$62.30	\$63.86	\$65.46	\$67.10

SIN(s)	Labor Category	Min Edu	Min Ex p	Year 1 12/16/19 - 12/15/20	Year 2 12/16/20 - 12/15/21	Year 3 12/16/21- 12/15/22	Year 4 12/16/22 - 12/15/23	Year 5 12/16/23 - 12/15/24
561210FAC	Computer Operator IV**	High School	3	\$54.86	\$56.23	\$57.64	\$59.08	\$60.56
561210FAC	Computer Operator III**	High School	2	\$49.38	\$50.61	\$51.88	\$53.18	\$54.51
561210FAC	Computer Operator II**	High School	2	\$44.36	\$45.47	\$46.61	\$47.78	\$48.97
561210FAC	Computer Operator I**	High School	1	\$39.60	\$40.59	\$41.60	\$42.64	\$43.71

*SCA Labor Categories

Service Contract Act (SCA) Matrix

SCA ELIGIBLE TITLE	SCA EQUIVALENT CODES	WD NUMBER
Administrative Assistant	01020	WD 2015-5637
Secretary III	01313	WD 2015-5637
Secretary II	01312	WD 2015-5637
Secretary I	01311	WD 2015-5637
General Clerk III	01113	WD 2015-5637
General Clerk II	01112	WD 2015-5637
General Clerk I	01111	WD 2015-5637
Receptionist	01460	WD 2015-5637
Heavy Equipment Mechanic	23430	WD 2015-5637
Supply Technician	01410	WD 2015-5637
Stationary Engineer	25070	WD 2015-5637
General Maintenance Worker	23370	WD 2015-5637
Forklift Operator	21020	WD 2015-5637
Material Coordinator	21030	WD 2015-5637
Material Handling Laborer	21050	WD 2015-5637
Shipping/Receiving Clerk	21130	WD 2015-5637
Warehouse Specialist	21410	WD 2015-5637
HVAC Mechanic	23410	WD 2015-5637
Engineering Technician VI	30086	WD 2015-5637
Engineering Technician V	30085	WD 2015-5637
Engineering Technician IV	30084	WD 2015-5637
Engineering Technician III	30083	WD 2015-5637
Engineering Technician II	30082	WD 2015-5637
Engineering Technician I	30081	WD 2015-5637
Environmental Technician	30090	WD 2015-5637
Drafter/CAD Operator IV	30064	WD 2015-5637
Drafter/CAD Operator III	30063	WD 2015-5637
Drafter/CAD Operator II	30062	WD 2015-5637
Drafter/CAD Operator I	30061	WD 2015-5637
Archeological Technician III	30023	WD 2015-5637
Archeological Technician II	30022	WD 2015-5637
Archeological Technician I	30021	WD 2015-5637

SCA ELIGIBLE TITLE	SCA EQUIVALENT CODES	WD NUMBER
Computer Operator V	14045	WD 2015-5637
Computer Operator IV	14044	WD 2015-5637
Computer Operator III	14043	WD 2015-5637
Computer Operator II	14042	WD 2015-5637
Computer Operator I	14041	WD 2015-5637

SCA eligible labor categories currently on contract with awarded prices are compliant with the SCA.

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the cited SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix and above. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

LABOR CATEGORY DESCRIPTIONS

Professional Labor Categories

Project Manager (PM)	
Functional Responsibility: Provides oversight and executive level management to contract. The Project Manager maintains and manages relationships with senior level management within the customer organization. Responsible for managing multiple contract operations including planning, organizing, and overseeing work efforts, assigning resources, facilitating support services, providing risk management, regulating development assistance, and ensuring adherence to quality standards and excellent work performance on all task orders and projects.	
PM III	Master's degree and 10 years of experience.
PM II	Bachelor's degree and 8 years of relevant experience.
PM I	Bachelor's degree and 4 years of relevant experience.

Subject Matter Expert (SME)	
Functional Responsibility: The Subject Matter Expert offers the project knowledge and experience that is unique and/or extensive in a technical area directly related to the project. These subject areas include, but are not limited to engineering, science, medicine, information technology, operations, foreign languages, finance, acquisition, management, etc. Provides technical analyses and advice in specific technical areas to support management, organizational, and business decisions; participates in meetings, task groups, teams, reviews, and other quorums to assist in collaborative results. Collaborates with customer to determine specific needs and requirements and to counsel within the area of expertise, may include task oversight.	
SME III	Ph.D. degree and 15 years of experience in related discipline.
SME II	Master's degree and 12 years of experience in related discipline.
SME I	Master's degree and 8 years of experience in related discipline.

Project Administrator	
Functional Responsibility: Provides project management and support. The Project Administrator prepares reports for management and clients regarding status of project. Performs a variety of tasks in support of mission-oriented business functions including management, research, evaluations, studies, analyses, scenarios/simulations, reports, and regulation development assistance. Leads and directs the work of others under the supervision of the Program Manager.	
Min Experience	Four (4) years relevant experience.
Min Education	Bachelor's Degree in related field.

Facilities Manager	
Functional Responsibility: Manages and coordinates the administrative and operational staff, systems, and activities that ensure optimal functioning and maintenance of all building properties. Directs the maintenance of all building systems including mechanical, electrical, fire/life safety, plumbing, and waste management. Prepares and implements preventive maintenance schedules. Manages and trains a staff of employees in the general maintenance of buildings, grounds, infrastructures, equipment. Ensures facilities maintenance work follows	

safety standards, conforms to specifications, and work orders are tracked and completed within the budgeted guidelines. May oversee contractors engaged for facility renovation projects. Manages subordinate staff in the day-to-day performance of their jobs. Ensures that project/department milestones/goals are met and adhering to approved budgets.

Min Experience	Five (5) years relevant experience.
Min Education	Associate's Degree in related field.

Analyst

Functional Responsibility: Collects and analyzes data to evaluate operational difficulties and make recommendations to solve problems. Develops and follows established modeling and evaluation processes to determine the effectiveness of current operational activities and to determine problem areas and develop solutions. May support cost/price analysis, quality assurance surveillance, testing, training development, and/ or procurement services. Familiar with a variety of complex concepts, practices, and procedures.

Analyst II	Bachelor's Degree and 6 years of experience in related discipline.
Analyst I	Bachelor's Degree and 2 years of experience in related discipline.

Procurement Specialist

Functional Responsibility: Prepares purchase orders and maintains purchasing records. Researches and negotiates with suppliers to obtain prices and specifications. Provides routine administrative support. May operate a system for data entry and transmission. Responsible for limited pre- and post-award procurement functions on a wide variety of service, supply, construction, and/or equipment contracts. Analyzes requirements and recommends appropriate contract type and acquisition methodology. Selects appropriate clauses and develops specialized terms and conditions, ensures clear and complete specifications, and serves as the central point of contact for responses to inquiries on assigned procurement actions.

Min Experience	Three (3) years relevant experience.
Min Education	Associate's Degree in related field.

Metering & Relay Technician

Functional Responsibility: Performs a variety of jobs concerned with the maintenance and repair of power system metering, and protective relay equipment. Maintains, repairs, and tests metering, control, and protective equipment including watt hour meters, paper and magnetic tape digital demand recorders, switchboard recorders, and indicating meters of all types. Participates in the check-out and placing in service of new facilities and additions to existing facilities.

Min Experience	Five (5) years relevant experience.
Min Education	H.S. or GED and appropriate certification

Protection & Control Specialist	
Functional Responsibility: Maintains, repairs, and tests protective equipment. Manages the inspection and testing of materials, parts, and products to ensure adherence to established quality standards. Proposes corrective actions to improve compliance with quality specifications. Recommends new or improved quality control methods, procedures, and/or standards.	
Min Experience	Three (3) years relevant experience.
Min Education	Technical certification in related field.

Construction Project Engineer	
Functional Responsibility: Provides technical support to construction staff under the supervision of the Project Manager. Reviews plans and other technical documents, answers questions regarding the scope and/or scheduling of the project, and monitors costs and project progress. Development of cost estimates or tentative schedules.	
Min Experience	Five (5) years relevant experience.
Min Education	Bachelor's Degree in related field.

Construction Inspector	
Functional Responsibility: Inspects initial construction and additional repairs to ensure adherence to contract specifications, building ordinances, and zoning laws. Provide clarification of drawings and specifications. May be assigned to residential or commercial structures.	
Min Experience	Five (5) years relevant experience.
Min Education	H.S. and appropriate certification.

Realty Specialist	
Functional Responsibility: Reviews design plans and specifications, reporting any potential safety hazards, clearance problems, or operation/maintenance obstructions. Documents all conflicts to include any proposed recommendations on required modifications. May be required to meet with landowners and/or representatives of state, county, railroad, oil, gas, electric utilities, and irrigation districts. Assists in the preparation of contracts, easements, and supporting documents to acquire land rights for the Government contract negotiator. Conducts research to obtain land ownership information via computer systems and/or by visiting various county court houses within the service area to obtain this information; then uses this information to assist in the preparation and/or modification of legal descriptions, tract plats, and ownership maps.	
Min Experience	Five (5) years relevant experience.
Min Education	Associate's Degree in related field.

Utility Forester	
Functional Responsibility: Manages and develops forest lands and resources for economic and recreational purposes. Familiar with standard concepts, practices, and procedures within a particular field.	
Min Experience	Three (3) years relevant experience.
Min Education	Associate's Degree in related field.

Service Contract Act Positions

01020 ADMINISTRATIVE ASSISTANT 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.

01311 SECRETARY I Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff. Control mail and assure timely staff response, and send form letters; b. As instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms; c. Review materials prepared for supervisor's approval for typographical accuracy and proper format; d. Maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans; e. Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

01312 SECRETARY II Screen telephone calls, visitors, and incoming correspondence; personally, respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name; b. Schedule tentative appointments without prior clearance. Make arrangements for conferences and meetings and assemble established background materials as directed. May attend meetings and record and report on the proceedings; c. Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed; d. Collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff; e. Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

01313 SECRETARY III Based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval; b. Anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered; c. Read publications, regulations, and directives and take action or refer those that are important to the supervisor and staff; d. 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; e. 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.

01111 – General Clerk I 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.

01112 – General Clerk II 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.

01113 – General Clerk III 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. The General Clerk III may also direct lower level clerks.

01460 RECEPTIONIST This position greets visitors, determining nature of visits and directing visitors to appropriate persons. Duties may include, but are not limited to, relaying incoming, outgoing, and intra-system calls through a private branch exchange (PBX) system; recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; hearing and resolving complaints; making appointments; handling incoming and outgoing mail; controlling access to the facility; keeping a log of visitors; and issuing visitor passes. In this position, one may also type and perform other routine clerical work, such as entering data and processing documents, which may occupy the major portion of the worker's time.”

23430 HEAVY EQUIPMENT MECHANIC 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.

01410 SUPPLY TECHNICIAN This position performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, and property utilization) related to depot, local, or other supply activities. Work usually is segregated by commodity area or function, and controlled in terms of difficulty, complexity, or responsibility. Assignments usually relate to stable or standardized segments of technical supply management

operations; or to functions or subjects that are narrow in scope or limited in difficulty. The work generally involves individual case problems or supply actions. This work may require consideration of program requirements together with specific variations in or from standardized guidelines. Assignments require: (a) a good working knowledge of the governing supply systems, programs, policies, nomenclature, work methods, manuals, or other established guidelines; (b) an understanding of the needs of the organization serviced; and (c) analytical ability to define or recognize the dimension of the problems involved, to collect the necessary data to establish the facts, and take or recommend action based upon application or interpretation of established guidelines.

25070 STATIONARY ENGINEER The Stationary Engineer operates and maintains one or more systems that provide an establishment with such services as heat, air-conditioning (cool, humidify, dehumidify, filter, and circulate air), refrigeration, steam or high temperature water or electricity. Duties involve: observing and interpreting readings on gauges, meters and charts which register various aspects of the system's operation, adjusting controls to insure safe and efficient operation of the system and to meet demands for the service provided, recording in logs various aspects of the system's operation, keeping the engines, machinery, and equipment of the system in good working order. This engineer may direct and coordinate activities of other workers (not stationary engineers) in performing tasks directly related to operating and maintaining the system or systems. The classification excludes head or chief engineers in establishments employing more than one engineer. Workers are required to be skilled in the repair of electronic control equipment; workers in establishments producing electricity, steam, or heated or cooled air primarily for sale, and Boiler Tenders.

23370 GENERAL MAINTENANCE WORKER The General Maintenance Worker performs general maintenance and repair of equipment and buildings requiring practical skill and knowledge (but not proficiency) in such trades as painting, carpentry, plumbing, masonry, and electrical work. Work involves a variety of the following duties: replacing electrical receptacles, wires, switches, fixtures, and motors, using plaster or compound to patch minor holes and cracks in walls and ceilings, repairing or replacing sinks, water coolers, and toilets painting structures and equipment; repairing or replacing concrete floors, steps, and sidewalks, replacing damaged paneling and floor tiles, hanging doors and installing door locks, replacing broken window panes, and performing general maintenance on equipment and machinery. Excluded are: a. Craft workers included in a formal apprenticeship or progression program based on training and experience; b. Skilled craft workers required to demonstrate proficiency in one or more trades; c. Workers performing simple maintenance duties not requiring practical skill and knowledge of a trade (e.g., changing light bulbs and replacing faucet washers).

21020 FORKLIFT OPERATOR The Forklift Operator operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds within a warehouse, manufacturing plant, or other establishment.

21030 MATERIAL COORDINATOR The Material Coordinator coordinates and expedites flow of material, parts, and assemblies within or between departments in accordance with production and shipping schedules or department supervisors' priorities. In this job, the Material Coordinator reviews production schedules and confers with department supervisors to determine material

required or overdue and to locate material, requisitions material and establishes delivery sequences to departments according to job order priorities and anticipated availability of material; arranges for in-plant transfer of materials to meet production schedules, and with department supervisors for repair and assembly of material and its transportation to various departments, and examines material delivered to production departments to verify if type specified. This Worker may monitor and control movement of material and parts along conveyor system, using remote-control panel board, compute amount of material needed for specific job orders, applying knowledge of product and manufacturing processes and using adding machine; compile report of quantity and type of material on hand, move or transport material from one department to another, using hand or industrial truck; may compile perpetual production records in order to locate material in process of production, using manual or computerized system, and maintain employee records.

21050 MATERIAL HANDLING LABORER This person will perform physical tasks to transport or store materials or merchandise. Duties involve one or more of the following: manually loading or unloading freight cars, trucks, or other transporting devices; unpacking, shelving, or placing items in proper storage locations; or transporting goods by hand truck, cart, or wheelbarrow. Excluded from this definition are workers whose primary function involves: a. Participating directly in the production of goods (e.g., moving items from one production station to another or placing them on or removing them from the production process); b. Stocking merchandise for sale; c. Counting or routing merchandise; d. Operating a crane or heavy-duty motorized vehicle such as forklift or truck; e. Loading and unloading ships (alongshore workers); f. Traveling on trucks beyond the establishment's physical location to load or unload merchandise.

21130 SHIPPING/RECEIVING CLERK The Shipping/Receiving Clerk performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, this worker follows established guidelines. In handling unusual non-routine problems, this worker receives specific guidance from supervisor or other officials. This incumbent may direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received. Shipping duties typically involve the following: verifying that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents; insuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles, and preparing and keeping records of goods shipped, e.g., manifests, bills of lading. Receiving duties typically involve the following: verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records, checking for damaged goods, insuring that goods are appropriately identified for routing to departments within the establishment, and preparing and keeping records of goods received.

21410 WAREHOUSE SPECIALIST As directed, the Warehouse Specialist 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. Note: Exclude workers whose primary duties involve shipping and receiving work (see Shipping/Receiving Clerk), order filling (see Order Filler), or operating forklifts (see Forklift Operator).

23410 HEATING, VENTILATION AND AIR-CONDITIONING MECHANIC The Heating, Ventilation, and Air-Conditioning Mechanic installs, services and repairs environmental-control systems in residences, department stores, office buildings, and other commercial establishments, utilizing knowledge of refrigeration theory, pipefitting and structural layout, mounts compressor and condenser units on platform or floor, using hand tools, following blueprints or engineering specifications, fabricates, assembles and installs ductwork and chassis parts, using portable metalworking tools and welding equipment, and installs evaporator unit in chassis or in air-duct system, using hand tools. This mechanic also cuts and bends tubing to correct length and shape, using cutting and bending equipment and tools, cuts, and threads pipe, using machine threading or hand-threading equipment, joins tubing or pipes to various refrigerating units by means of sleeves, couplings or unions, and solders joints, using torch, forming complete circuit for refrigerant, installs expansion and discharge valves in circuit. This worker connects motors, compressors, temperature controls, humidity controls, and circulating ventilation fans to control panels and connects control panels to power source; installs air and water filters in completed installation, injects small amount of refrigerant into compressor to test systems and adds Freon gas to build up prescribed operating pressure. This mechanic observes pressure and vacuum gauges and adjusts controls to insure proper operation, tests joints and connections for gas leaks, using gauges or soap-and-water solution, wraps pipes in insulation batting and secures them in place with cement or wire bands, replaces defective breaker controls, thermostats, switches, fuses and electrical wiring to repair installed units, may install, repair and service air conditioners, ranging from fifteen to twenty tons cooling capacity in warehouses and small factory buildings.

30081 ENGINEERING TECHNICIAN I This technician performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. This person performs one or a combination of such typical duties as: a. Assembling or installing equipment or parts requiring simple wiring, soldering, or connecting. b. Performing simple or routine tasks or tests such as tensile or hardness tests; operating and adjusting simple test equipment; records test data. c. Gathering and maintaining specified records of engineering data such as tests, drawings, etc.; performing computations by substituting numbers in specified formulas; plotting data and draws simple curves and graphs.

30082 ENGINEERING TECHNICIAN II The Engineering Technician II performs standardized or prescribed assignments involving a sequence of related operations, follows standard work methods on recurring assignments but receives explicit instructions on unfamiliar assignments. Technical adequacy of routine work is reviewed on completion; non-routine work may be reviewed in progress. This technician performs at this level, one or a combination of such typical duties as: a. Following specific instructions, assembles or constructs simple or standard equipment or parts, servicing or repairing simple instruments or equipment; b. Conducting a variety of tests using established methods, preparing test specimens, adjusting and operating equipment, recording test data, and pointing out deviations resulting from equipment

malfunction or observational errors; c. Extracting engineering data from various prescribed but non-standardized sources, processing the data following well-defined methods including elementary algebra and geometry, and presenting the data in prescribed form.

30083 ENGINEERING TECHNICIAN III The Engineering Technician III performs assignments that are not completely standardized or prescribed, selects, or adapts standard procedures or equipment, using fully applicable precedents, receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed, performs recurring work independently. Work is reviewed for technical adequacy or conformity with instructions. This technician performs at this level one or a combination of such typical duties as: a. Constructing components, subunits, or simple models or adapts standard equipment; may troubleshoot and correct malfunctions; b. Following specific layout and scientific diagrams to construct and package simple devices and subunits of equipment. c. Conducting various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement, selecting, preparing, and operating standard test equipment and records test data; d. Extracting and compiling a variety of engineering data from field notes, manuals, lab reports, etc., processing data, identifying errors or inconsistencies, selecting methods of data presentation. e. Assisting in design modification by compiling data related to design, specifications, and materials that are pertinent to specific items of equipment or component parts; developing information concerning previous operational failures and modifications and using judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

30084 ENGINEERING TECHNICIAN IV The Engineering Technician III performs assignments that are not completely standardized or prescribed, selects, or adapts standard procedures or equipment, using fully applicable precedents, receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed, performs recurring work independently. Work is reviewed for technical adequacy or conformity with instructions. This technician performs at this level one or a combination of such typical duties as: a. Constructing components, subunits, or simple models or adapts standard equipment; may troubleshoot and correct malfunctions; b. Following specific layout and scientific diagrams to construct and package simple devices and subunits of equipment. c. Conducting various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement, selecting, preparing, and operating standard test equipment and records test data; d. Extracting and compiling a variety of engineering data from field notes, manuals, lab reports, etc., processing data, identifying errors or inconsistencies, selecting methods of data presentation. e. Assisting in design modification by compiling data related to design, specifications, and materials that are pertinent to specific items of equipment or component parts; developing information concerning previous operational failures and modifications and using judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

30085 ENGINEERING TECHNICIAN V This technician performs non-routine and complex assignments involving responsibility for planning and conducting a complete project of relatively limited scope or a portion of a larger and more diverse project, selects and adapts plans, techniques, designs, or layouts, contacts personnel in related activities to resolve problems and coordinate the work, reviews, analyzes, and integrates the technical work of others. Supervisor or

professional engineer outlines objectives, requirements, and design approaches. Completed work is reviewed for technical adequacy and satisfaction of requirements. This incumbent may train and be assisted by lower level technicians and performs one or a combination of the following: a. Designs, develops, and constructs major units, devices, or equipment; conducts tests or experiments; analyzes results and redesigns or modifies equipment to improve performance; and reports results. b. From general guidelines and specifications (e.g., size or weight requirements), develops designs for equipment without critical performance requirements that are difficult to satisfy such as engine parts, research instruments, or special purpose circuitry. Analyzes technical data to determine applicability to design problems; selects from several possible design layouts; calculates design data; and prepares layouts, detailed specifications, parts lists, estimates, procedures, etc. May check and analyze drawings or equipment to determine adequacy of drawings and design. c. Plans or assists in planning tests to evaluate equipment performance. Determines test requirements, equipment modification, and test procedures; conducts tests using all types of instruments; analyzes and evaluates test results and prepares reports on findings and recommendations.

30086 ENGINEERING TECHNICIAN VI This technician independently plans and accomplishes complete projects or studies of broad scope and complexity or serves as an expert in a narrow aspect of a field of engineering, e.g., environmental factors affecting electronic engineering. Complexity of assignments typically requires considerable creativity and judgment to devise approaches to accomplish work, resolve design and operational problems, and make decisions in situations where standard engineering methods, procedures, and techniques may not be applicable. Supervisor or professional engineer provides advice on unusual or controversial problems or policy matters. Completed work is reviewed for compliance with overall project objectives. This worker may supervise or train and be assisted by lower level technicians, and performs, one or a combination of the following: a. Prepares designs and specifications for various complex equipment or systems (e.g., a heating system in an office building, or new electronic components such as solid-state devices for instrumentation equipment). b. Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel and assures compatibility of design with other parts of the system. c. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design; uses untried and untested measurement techniques; and improves the performance of the equipment. May advise equipment users on redesign to solve unique operational deficiencies. d. Plans approach and conducts various experiments to develop equipment or systems characterized by (a) difficult performance requirements because of conflicting attributes such as versatility, size, and ease of operation; or (b) unusual combination of techniques or components. Arranges for fabrication of pilot models and determines test procedures and design of special test equipment.

30090 ENVIRONMENTAL TECHNICIAN The Environmental Technician conducts tests and field investigations to obtain data for use by environmental, engineering, and scientific personnel in determining sources and methods of controlling pollutants in air, water, and soil, utilizing knowledge of agriculture, chemistry, meteorology, and engineering principles and applied technologies. This worker conducts chemical and physical laboratory and field tests according to prescribed standards to determine characteristics or composition of solid, liquid, or gaseous materials and substances, using pH meter, chemicals, autoclaves, centrifuge spectrophotometer, microscope, analytical instrumentation, and chemical laboratory equipment. This worker collects

samples of gases from smokestacks and collects other air samples and meteorological data to assist in evaluation of atmospheric pollutants; collects water samples from streams and lakes, or raw, semi-processed or processed water, industrial waste water, or water from other sources to assess pollution problem, and collects soil, silt, or mud to determine chemical composition and nature of pollutants. This worker prepares sample for testing, records data, and prepares summaries and charts for review, sets monitoring equipment to provide flow of information, installs, operates, and performs routine maintenance on gas and fluid flow systems, chemical reaction systems, mechanical equipment, and other test instrumentation. This worker may operate fixed or mobile monitoring or data collection station, may conduct bacteriological or other tests related to research in environmental or pollution control activity, may collect and analyze engine exhaust emissions to determine type and amount of pollutants, and may specialize in one phase or type of environmental pollution or protection and be identified according to specialty.

30061 DRAFTER/CAD OPERATOR I This operator prepares drawings or computer models of simple, easily visualized structures, systems, parts or equipment from sketches or marked-up prints, selects appropriate templates/computer programs or uses a compass and other equipment needed to complete assignments. Drawings and models fit familiar patterns and present few technical problems. Supervisor provides detailed instructions on new assignments, gives guidance when questions arise, and reviews completed work for accuracy. Typical assignments include: a. Revisions to the original drawings of a plumbing system by increasing pipe diameters. b. Drawing from sketches, the building floor plans, determining size, spacing and arrangement of freehand lettering according to scale. c. Drawing simple land profiles from predetermined structural dimensions and reduced survey notes. d. Tracing river basin maps and enters symbols to denote stream sampling locations, municipal and industrial waste discharges, and water supplies. e. Preparing a computer model of a room, building, structure from data, prints, photos.

30062 DRAFTER/CAD OPERATOR II This operator prepares various drawings computer models of such units as construction projects or parts and assemblies, including various views, sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Work requires use of most of the conventional drafting and CAD techniques and a working knowledge of the terms and procedures of the occupation. The Draft/CAD Operator II makes arithmetic computations using standard formulas. Familiar or recurring work is assigned in general terms. Unfamiliar assignments include information on methods, procedures, sources of information, and precedents to follow. Simple revisions to existing drawings or computer models may be assigned with a verbal explanation of the desired results. More complex revisions are produced from sketches, computer models or specifications that clearly depict the desired product. Typical assignments include: a. Preparing several views of a simple gear system from a layout and manual references and obtaining dimensions and tolerances from manuals and by measuring the layout. b. Preparing and revising detail and design drawings for such projects as the construction and installation of electrical or electronic equipment, plant wiring, and the manufacture and assembly of printed circuit boards. Drawings typically include details of mountings, frames, guards, or other accessories; conduit layouts; or wiring diagrams indicating transformer sizes, conduit locations and mountings. c. Drawing base and elevation views, sections, and details of new bridges or other structures, revising complete sets of roadway drawings for highway construction projects, or preparing block maps, indicating water and sewage line locations.

30063 DRAFTER/CAD OPERATOR III This operator prepares complete sets of complex drawings or computer models that include multiple views, detail drawings, and assembly drawings. Drawings or models include complex design features that require considerable drafting skill to visualize and portray. Assignments regularly require the use of mathematical formulas to draw land contours or to compute weights, center of gravity, load capacities, dimensions, quantities of material, etc. The Draft/CAD Operator works from sketches, computer models, and verbal information supplied by an engineer, architect, or designer to determine the most appropriate views, detail drawings, and supplementary information needed to complete assignments. This operator selects required information from computer programs, and internet sites, precedents, manufacturers' catalogs, and technical guides. This operator independently resolves most of the problems encountered. Supervisor or design originator may suggest methods of approach or provide advice on unusually difficult problems. Typical assignments include: a. Prepares complete sets of drawings of test equipment to be manufactured from layouts, models, or sketches. Several cross-sectional and subassembly drawings are required. From information supplied by the design originator and from technical handbooks and manuals, this operator describes dimensions, tolerances, fits, fabrication techniques, and standard parts to use in manufacturing the equipment. b. From electronic schematics, information as to maximum size, and manuals giving dimensions of standard parts, determines the arrangement and prepares drawing of printed circuit boards. c. From precedents, drafting standards, and established practices, prepares final construction drawings for floodgates, navigation locks, dams, bridges, culverts, levees, channel excavations, dikes, and berms, prepares boring profiles, typical cross-sections, and land profiles; and delineates related topographical details as required. d. Prepares final drawings for street paving and widening or for water and sewer lines having complex trunk lines; reduces field notes and calculates true grades. From engineering designs, lays out plan, profile and detail appurtenances required; and notifies supervisor of conflicting details in design. Excludes drafter performing work of similar difficulty to that described at this level but who provides support for a variety of organizations that have widely differing functions or requirements.

30064 DRAFTER/CAD OPERATOR IV This operator works closely with design originators, preparing drawings or computer models of unusual, complex, or original designs that require a high degree of precision, performs unusually difficult assignments requiring considerable initiative, resourcefulness, and drafting expertise. This incumbent assures that anticipated problems in manufacture, assembly, installation, and operation are resolved by the drawing produced, exercises independent judgment in selecting and interpreting data based on knowledge of the design intent. Although working primarily as a drafter, this worker may occasionally interpret general designs prepared by others to complete minor details, may provide advice and guidance to lower level drafters or serve as coordinator and planner for large and complex drafting projects.

30021 ARCHEOLOGICAL TECHNICIAN I Under the direct supervision of archaeological crew chiefs and under the general supervision of field director/project, the Archeological Technician I performs unskilled and semi- skilled tasks at archaeological field sites. This person assists crew chief in activities associated with the excavation of project areas and found features, walks over project searching for archaeological materials such as historic and prehistoric remains, excavates, screens, back-fills excavated areas, assists in preparation of sketch maps and forms, and field photography, conducts simple surveys using compass, topographical map, and

aerial photographs. This worker determines the exact locations of sites and marks them on maps and/or aerial photographs, records information on archeological site survey form and prepares simple reports, and cleans, packages, and labels artifacts recovered from inventories and excavations and assists in the flotation of soil samples.

30022 ARCHEOLOGICAL TECHNICIAN II Under the general supervision of field director/project, this archaeologist, performs skilled tasks, conducts hand excavations, completes plan and profile maps of excavated units, and completes standard feature and level forms, screens soils to recover artifacts. This technician performs flotation of soil samples, walk over, and shovel testing, catalogs, packages, and labels archaeological artifacts, maintains field equipment and supplies, and conducts inventories of cultural resources in areas of proposed projects. This incumbent researches reference material such as state and national register files, historic documents.

30023 ARCHEOLOGICAL TECHNICIAN III Under the general supervision of field director/project, this archaeologist, performs skilled tasks, conducts hand excavations, completes plan and profile maps of excavated units, and completes standard feature and level forms, screens soils to recover artifacts. This technician performs flotation of soil samples, walk over, and shovel testing, catalogs, packages, and labels archaeological artifacts, maintains field equipment and supplies, and conducts inventories of cultural resources in areas of proposed projects. This incumbent researches reference material such as state and national register files, historic documents, archeological reports, maps and aerial photos, and interviews source individuals concerning project areas, performs on-the-ground area searches for surface and subsurface evidence of historic and prehistoric archeological remains. This technician identifies and records historic and prehistoric cultural resource sites prepares Archeological Reconnaissance Reports (AARF's) and maps and ensures that archeology work assignments are carried out in safe, timely manner according to established standards and procedures. This technician maintains the Archeological Reconnaissance schedule by estimating and reporting and expected time of completion of each project and updating the project planning board, reviews work in progress to see that standards for pre-field research, survey design, site recording, graphics and final report are being met, and advises other employees on methods of cultural resource inventory. This worker also provides written instructions, research materials and supplies to all involved in planning and operation of natural resource activities.

14041 COMPUTER OPERATOR I 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.

14042 COMPUTER OPERATOR II 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.

14043 COMPUTER OPERATOR III 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). 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.

14044 COMPUTER OPERATOR IV The Computer Operator IV adapts to a variety of nonstandard problems that require extensive operator intervention (e.g. frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, this worker chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g. reassigning equipment to work around faulty equipment or transfer channels); then refers problems if necessary. Typically, completed work is submitted to users without supervisory review.

14045 COMPUTER OPERATOR V The Computer Operator V resolves a variety of difficult operating problems (e.g. making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may materially alter the computer unit's production plans. This operator may spend considerable time away from the control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists with resolution of problems.

EXPERIENCE & DEGREE SUBSTITUTION

The above describes the functional responsibilities and education and experience requirements for each labor category. These requirements are a guide to the types of experience and educational background of typical personnel in each labor category.

Education and experience may be substituted for each other. Each year of relevant experience may be substituted for one year of education, and vice versa. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education. Degree/Experience Equivalency*		
Degree	Experience Equivalence	Other Equivalence
Bachelors	Associate degree +2 years relevant experience, or 4 years relevant experience	Professional certification
Masters	Bachelors +2 years relevant experience, or Associated + 4 years relevant experience	Professional license
Ph.D.	Masters + 2 years relevant experience, Bachelors + 4 years relevant experience	
* Successful completion of higher education which has not yet resulted in a degree may be counted as 1 for 1 years of experience for each year of college completed.		