Authorized Federal Supply Schedule
Information Technology Schedule Pricelist
General Purpose Commercial Information Technology Equipment, Software & Services

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The internet address for GSA Advantage! is: www.GSAADVANTAGE.GOV

Schedule Title: Multiple Award Schedule (MAS)
Contract Number: 47QTCA18D00DP
For more information on ordering from Federal Supply Schedules go to GSA Schedules page at GSA.gov.
Modification #: ..
Contract Period: June 11, 2018 – June 10, 2023
Contractor: VIATEQ CORPORATION
1660 International Drive
Suite 600
McLean, VA 22102
Office: 202-688-2904
www.viateq.com

Contract Administration:
Dennis R. Dunston, Authorized Negotiator
(703) 217-0153
ddunston@viateq.com

Business Size: s - Small business
SBA Certified Small Disadvantaged business

NOTE: Prices Shown Herein are Net (discounts deducted)
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>SINs</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.</td>
</tr>
<tr>
<td></td>
<td>NOTE: Subject to Cooperative Purchasing</td>
</tr>
<tr>
<td>561422</td>
<td>Automated Contact Center Solutions (ACCS) 561422 Automated Contact Center Solution (ACCS) is defined as any offering utilized to establish and maintain contact center capabilities for an agency. The offering may consist of one or more of the following: products, equipment, software, labor and/or services. Permissible offerings under this SIN may include any technologies or services required to deliver and support an ACCS for an agency, including but not limited to: Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Hosted FAQ Service, etc.</td>
</tr>
<tr>
<td></td>
<td>NOTE: Subject to Cooperative Purchasing</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLM’s)</td>
</tr>
</tbody>
</table>

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

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.
2. Maximum Order:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Maximum Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>$500,000</td>
</tr>
<tr>
<td>561422</td>
<td>$500,000</td>
</tr>
<tr>
<td>OLM $250</td>
<td>$250,000</td>
</tr>
</tbody>
</table>

3. Minimum Order: **$100.00**

4. Geographic Coverage (Delivery Area): Domestic

5. Point(s) of Production: Same as company address

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

7. Quantity discounts: None

8. Prompt Payment Terms: None

   Information for Ordering Offices: Prompt payments terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

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

11a. Time of Delivery: 30 days (ARO).

11b. Expedited Delivery: Items available for expedited delivery are noted in this price list.

11c. Overnight and 2-Day Delivery: Contact the contract representative for rates for overnight and 2-day delivery.

11d. Urgent Requirements: Contact the contract representative for rates for urgent requirements.

12. F.O.B. Point(s): Destination.

13a. Ordering Address(es): Same as company address

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can
be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment Address(es): **Same as company address**

15. Warranty Provision: **None**

16. Export Packing Charges: **N/A**

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Contact the contract representative**

18. Terms and Conditions of Rental, Maintenance and Repair: **N/A**

19. Terms and Conditions of Installation: **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: **N/A**

21. List of service and distribution points: **N/A**

22. List of participating dealers: **N/A**

23. Preventive Maintenance: **N/A**

24a. 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. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. **N/A**

25. Data Universal Number System (DUNS) number: **16-7381032**

26. Notification regarding registration in System for Award Management (SAM) database: **Registration is current.**

27. Final Pricing: **The rates shown below include the Industrial Funding Fee (IFF) of 0.75%**.
PRICELIST FOR SERVICES

PRICELIST FOR 54151S Information Technology Professional Services

<table>
<thead>
<tr>
<th>ITEM</th>
<th>SIN</th>
<th>LABOR TITLE</th>
<th>Minimum Education</th>
<th>Minimum Experience</th>
<th>GSA PRICE (w/iff)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>54151S</td>
<td>IT Specialist/Administrator</td>
<td>BA</td>
<td>4</td>
<td>$78.32</td>
</tr>
<tr>
<td>2</td>
<td>54151S</td>
<td>Solutions Architect</td>
<td>BA</td>
<td>1</td>
<td>$108.29</td>
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<tr>
<td>3</td>
<td>54151S</td>
<td>Web Developer</td>
<td>BA</td>
<td>1</td>
<td>$71.62</td>
</tr>
</tbody>
</table>

DESCRIPTIONS

1. **IT SPECIALIST/ADMINISTRATOR**

**EDUCATION**
Must have at least a bachelor’s degree in computer science, information systems, or related. Will accept three years related military training.

**ROLES & RESPONSIBILITIES**
- Provides IT analysis, design, development, integration, documentation, and implementation assistance on problems which require a thorough knowledge of the related technical subject matter for effective system deployment.
- Participates in all phases of systems development.
- Applies or for junior level assists in applying principals and methods of the functional area to difficult problems in technical areas to arrive at automated solutions.
- Designs and prepares technical reports and related documentation, and makes charts and graphs to record results.
- Prepares and delivers presentations and briefings as required by the task order.

**EXPERIENCE**
Must have at least four (4) years’ of progressive experience in the field of IT, including three (3) years of specialized experience in highly specialized Information Technology disciplines involving a range of hardware/software solutions. Experience using Microsoft Office and Adobe products.

2. **SOLUTIONS ARCHITECT**

**EDUCATION**
Must have at least a bachelor’s degree in computer science, information systems, or related. Will accept three years related military training.

**ROLES & RESPONSIBILITIES**
- Designs applications which may run on multiple platforms and may be composed of multiple software packages.
This role performs critical evaluation and selection of the software and hardware components of the application and prepares for the development of the application by evaluation and selection of development methodologies and tools.


EXPERIENCE
Must have at least one (1) year experience in area of specialization or 2 years of industry experience. Experience using Microsoft Office and Adobe products.

3. WEB DEVELOPER

EDUCATION
Must have at least a bachelor’s degree in computer science, information systems, or related. Will accept three years related military training.

ROLES & RESPONSIBILITIES

- Designs, develops and supports application solutions to meet client requirements.

EXPERIENCE
Must have at least one (1) year of progressive experience performing coding, analysis, and design. Experience using Microsoft Office and Adobe products.
PRICELIST FOR 561422 Automated Contact Center Solutions (ACCS)

<table>
<thead>
<tr>
<th>ITEM</th>
<th>SIN</th>
<th>LABOR TITLE</th>
<th>Minimum Education</th>
<th>Minimum Experience</th>
<th>GSA PRICE (w/iff)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>561422</td>
<td>ACCS Application Developer</td>
<td>BA</td>
<td>2</td>
<td>$55.91</td>
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<tr>
<td>2</td>
<td>561422</td>
<td>ACCS Business Analyst</td>
<td>BA</td>
<td>2</td>
<td>$55.91</td>
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<tr>
<td>3</td>
<td>561422</td>
<td>ACCS Database Engineer</td>
<td>BA</td>
<td>2</td>
<td>$56.05</td>
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<tr>
<td>4</td>
<td>561422</td>
<td>ACCS Information Security Specialist</td>
<td>BA</td>
<td>2</td>
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<tr>
<td>5</td>
<td>561422</td>
<td>ACCS Migration Specialist</td>
<td>BA</td>
<td>2</td>
<td>$47.42</td>
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<tr>
<td>6</td>
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<td>ACCS Network Specialist</td>
<td>BA</td>
<td>2</td>
<td>$47.50</td>
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<tr>
<td>7</td>
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<td>2</td>
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<td>8</td>
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<td>BA</td>
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<td>9</td>
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<td>10</td>
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<td>Contact Center Lead Specialist</td>
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<td>11</td>
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<td>Contact Center Project Manager</td>
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<tr>
<td>12</td>
<td>561422</td>
<td>Contact Center Specialist **</td>
<td>HS</td>
<td>1</td>
<td>$28.29</td>
</tr>
</tbody>
</table>

DESCRIPTIONS

1. **ACCS Application Developer**

EDUCATION
Must have at least a bachelor’s degree in business, information systems, or related. Will accept three years related military training.

ROLES & RESPONSIBILITIES
- Responsible for supporting modern web applications, content management systems, and APIs on a Cloud platform, while understanding client requirements and how they translate to new application features.
- Design creative prototypes according to specifications.
- Write high quality source code to program complete applications within deadlines.
- Perform unit and integration testing before launch.
- Conduct functional and non-functional testing.
- Troubleshoot and debug applications.
- Evaluate existing applications to reprogram, update and add new features.
- Develop technical documents and handbooks to accurately represent application design and code.
- Develop applications using HTML, JAVA, XML, VoiceXML, CCXML, SSML, CCS, etc.
- Develop SQL scripts for relational databases (MySQL, Oracle, IBM/DB2, Postgres, MS Access, etc.).
- Utilize GitHub, Git to push/pull application source code.

EXPERIENCE
Must have at least two (2) years’ of experience with one or more of the following platforms: Amazon Web Services (AWS), AWS (GovCloud), Google Cloud (App Engine, Cloud SQL, Cloud Storage, Datastore, etc.).
2. **ACCS Business Analyst**

**EDUCATION**
Must have at least a bachelor’s degree in business, information systems, or related. Will accept three years related military training.

**ROLES & RESPONSIBILITIES**
- Responsible for supporting modern web applications, content management systems, and APIs on a Cloud platform, while understanding client requirements and how they translate to new application features. Liaison between customers and development team.
- Provide requirements and design clarifications for development team.
- Verify application development, including querying data stores with SQL.
- Provide application overviews and demos to stakeholders.
- Create and maintain system documentation.
- Participate in an Agile Scrum team, including: sprint planning, daily scrum, sprint reviews and retrospectives, backlog grooming, and release planning.
- Familiarity with the following concepts: Application Logs, Data Visualization, Data Enrichment, Web Services/Microservices, Configuration Management, Relational Databases, Unix/Linux OS, physical, virtual and cloud based infrastructure.
- Familiarity with the SDLC application development/full life cycle.

**EXPERIENCE**
Must have at least two (2) years’ of experience with one or more of the following technologies: Microsoft Suite (PowerPoint, Word, Excel, Outlook) and Adobe PDF.

3. **ACCS Database Engineer**

**EDUCATION**
Must have at least a bachelor’s degree in Computer Science, Engineering, Information Technology or related. Will accept three years related military training.

**ROLES & RESPONSIBILITIES**
- Responsible for supporting modern Cloud based platform, while understanding client requirements and how they translate to new application features.
- Migrate data from other sources: legacy systems, text files, emails, and/or other database systems.
- Troubleshoot and debug SQL scripts.
- Develop applications using HTML, JAVA, JAVA SCRIPT, PYTHON, ASP.NET, etc.
- Develop SQL scripts for relational databases (MySql, Oracle, IBM/DB2, Postgres, MS Access, etc.).
- Experience with data structures or data modeling.
- Analyzing, translating and defining business requirements into technical solutions
- Utilize GitHub, Git to push/pull application source code.
- Knowledge of various ETL techniques and frameworks.
- Experience with DevOps principles and lean development.
EXPERIENCE
Must have at least two (2) years’ of experience with familiarity with one or more of the following cloud platforms: Amazon Web Services (AWS), AWS (GovCloud), Google Cloud (App Engine, Cloud SQL, Cloud Storage, Datastore, etc.).

4. ACCS Information Security Specialist

EDUCATION
Must have at least a bachelor’s degree in Computer Science, Engineering, Information Technology or related. Will accept three years related military training.

ROLES & RESPONSIBILITIES
- Knowledge around LAN/WAN/Cloud connectivity to include managing safety protocols; and being able to run, configure, monitor, and maintain security programs
- Responsible for meeting FISMA standards (DFARS)
- Identifying problems or breaches in security software
- Supporting modern Cloud based platform, while understanding client requirements and how they translate to new application features
- Develop and carry out information security plans and policies
- Develop strategies to respond to and recover from a security breach
- Develop or implement open-source/third-party tools to assist in detection, prevention and analysis of security threats
- Awareness training on information security standards, policies and best practices
- Implement protections
- Conduct periodic network scans to find potential vulnerabilities
- Administer network and maintain data security, including active directory, group policy, firewalls, antivirus, email security, etc.
- Install, configure, maintain, and support both wired and wireless networking equipment, as well as networked and local printers
- Implement, configure, deploy, and support systems, including, but not limited to workstations, servers, mobile devices, backups, storage, and cloud solutions

EXPERIENCE
Must have at least two (2) years’ of experience with familiarity with three or more of the following cloud platforms: Amazon Web Services (AWS), AWS (GovCloud), Google Cloud (App Engine, Cloud SQL, Cloud Storage, Datastore, etc.); OS platforms: Unix, Linux, Windows Server, Window 7>, Office 8>, Office 365.

5. ACCS Migration Specialist

EDUCATION
Must have at least a bachelor’s degree in Computer Science, Engineering, Information Technology or related. Will accept three years related military training.
ROLES & RESPONSIBILITIES

- Responsible for supporting modern Cloud based platforms (AWS, Google Cloud, AZURE, etc.), while understanding client requirements and how they translate to new application features.
- Migrate data from other sources: legacy systems, text files, emails, and/or other database systems.
- Troubleshoot and debug SQL scripts.
- Develop applications using Software Development tools: Toad, Golden, SQL*Loader, T-SQL, and/or Import/Export tools.
- Develop SQL scripts for relational databases (MySQL, Oracle, SQL Server, IBM/DB2, Postgres, MS Access, etc.).
- Experience with data structures or data modeling
- Analyzing, translating and defining business requirements into technical solutions
- Utilize GitHub, Git to push/pull application source code.
- Knowledge of various ETL techniques and frameworks.

EXPERIENCE
Must have at least two (2) years’ of experience.

6. **ACCS Network Specialist**

EDUCATION
Must have at least a bachelor’s degree in Computer Science, Engineering, Information Technology or related. Will accept three years related military training.

ROLES & RESPONSIBILITIES

- Responsible for supporting modern Cloud based platforms (AWS, Google Cloud, AZURE, etc.), while understanding client requirements
- Assist personnel with installation, configuration and ongoing usability of system hardware and software
- Offer daily operations and systems support to personnel
- Verify functionality of hardware and software components
- Troubleshoot hardware and software issues in person, remotely and via phone
- Assist employees with computer problems and answer their questions
- Conduct daily network backup operations
- Assist with full life cycle support for critical systems in both operational and test environments.
- Research and develop network and hardware solutions to replace obsolete system hardware, improve system interoperability, and implement approved solutions that follow established engineering and configuration management processes.
- Provide direct, hands-on network engineering expertise to help design, install, and maintain network architectures.

EXPERIENCE
Must have at least two (2) years’ of experience.
7. **ACCS Platform Engineer**

**EDUCATION**
Must have at least a bachelor’s degree in Computer Science, Engineering, Information Technology or related. Will accept three years related military training.

**ROLES & RESPONSIBILITIES**
- Responsible for designing modern Cloud based platforms (AWS, Google Cloud, AZURE, etc.), while understanding client requirements
- Assist personnel with installation, configuration and ongoing usability of system hardware and software
- Design and develop applications using: Javascript, CSS, HTML, Java, Ruby, Bash, Objective-C, Swift, etc.
- Integrating Web and Mobile apps
- Integrating relational databases (MySQL, Oracle, SQL Server, IBM/DB2, Postgres, MS Access, etc.).
- Communicate advanced technical topics to both technical and non-technical staff; ability to articulate business issues/concerns with staff, peers, superiors, and outside parties
- Research and develop network and hardware solutions to replace obsolete system hardware, improve system interoperability, and implement approved solutions that follow established engineering and configuration management processes.
- Required knowledge and understanding of technical architecture, application systems design and integration in a large heterogeneous enterprise environment with hands on experience in REST, SOA, Java/J2EE, XML, Websphere/Weblogic/Apache TomCat Application Server, Rules
- Provide guidance for infrastructure and platform capabilities - container, middleware, messaging, routing components

**EXPERIENCE**
Must have at least two (2) years’ of experience. Knowledge of Spring Framework, Docker, Akamai, PHP, Restify, Express AppDynamics, jMeter, Android, iOS, F5, HA Proxy, AWS Services, VMware

8. **ACCS System Architect**

**EDUCATION**
Must have at least a bachelor’s degree in Computer Science, Engineering, Information Technology or related. Will accept three years related military training.

**ROLES & RESPONSIBILITIES**
- Responsible for designing modern Cloud based platforms (AWS, Google Cloud, AZURE, etc.), while understanding client requirements
- Develop logical and physical architectures with descriptive documentation.
- Develop logical and physical network diagrams and schematics
- Ability to interpret and utilize IEEE and DISA guidelines and practices, IT Standards, and LAN/WAN logical and physical topologies.
EXPERIENCE
Must have at least five (5) years’ of experience.

9. **ACCS Test Analyst**

EDUCATION
Must have at least a bachelor’s degree in Computer Science, Engineering, Information Technology or related. Will accept three years related military training.

ROLES & RESPONSIBILITIES
- Responsible for designing modern Cloud based platforms (AWS, Google Cloud, AZURE, etc.) , while understanding client requirements
- Manages test planning, test execution activities and deliverables for all testing phases including User Acceptance Testing (UAT), Regression Testing, Performance/Stress/Load Testing using Worksoft and Load runner.
- Coordinates and audits test execution activities to ensure ERP standards are met on time and per standards.
- Train and guide the team with the script automation process for various legacy applications.
- Engage in software quality assurance and testing process improvements.
- Maintain the Quality Assurance documentation/processes.
- Maintain proficiency in technology and tools to enhance productivity and quality of testing.

EXPERIENCE
Must have at least four (4) years’ of experience.

10. **Contact Center Lead Specialist** *

EDUCATION
Must have at least a high school diploma, GED or military training.

ROLES & RESPONSIBILITIES
- SCA 01040 CUSTOMER SERVICE REPRESENTATIVE (Occupational Base)
  The Customer Service Representative (CSR) provides information and solutions in response to inquiries pertaining to products, services and/or customer complaints. Duties may include, but are not limited to, accessing databases to retrieve and/or record information such as customer complaints or orders; responding to customer complaints or inquiries; taking orders for products or merchandise; calculating charges; processing billing or payments; processing customer claims; handling returns, refunds, and exchanges; keeping records of customer interactions; and updating customer account information.
- Have excellent communication skills, proficient in database entry, ability to work independently or in team environment, ability to prioritize tasks, strong attention to detail, strong initiative and drive to resolve problems and implement process improvements, learning the product or project details enough make recommendations to customers, and be an effective listener.
- Implement public and customer relations and problem resolution techniques, practices and procedures.
- Practices and reporting procedures established for the work unit for control and security of equipment, facilities, cash, records maintenance and forms.
- Follow established office procedures and practices including filing and records maintenance, business grammar, spelling, punctuation, and arithmetic.
- Responding to staff and the public with tact, diplomacy, and appropriate and timely information. Retrieving, analyzing and inputting data via computer terminal.
- Oral and written communication. Applying basic arithmetic computation. Properly applying laws, rules, regulations, policies and procedures to the work unit.
- Eliciting factual information and drawing effective outcomes.
- Prepare documents, letters, memorandums, reports, briefings, and administrative forms, including sensitive and/or routine correspondence.
- Maintain files containing proprietary/confidential information.
- Collect information requested by managers and staff for reports, conferences, and presentations.
- Assist in the performance of functional support activities, products and deliverables and associated task milestones/schedules.
- Perform other administrative duties, including telephone coverage, file management, and new hire on-boarding, as required.
- Implement and maintain a disciplined, efficient external task requirements tracking system for office correspondence, deliverables, action items, and issues.
- Perform data entry tasks, follows specific procedures or detailed instructions, coding or interpreting of data, resolve erroneous items and missing information.
- Maintenance of company documents. They are responsible for storage, cataloging and retrieval of documents. They maintain the integrity of working documents and update documentation when revised. They maintain systems for document storage and retrieval, and help train employees on efficient system usage. They are also responsible for document security, for assigning access, and for removing and destroying obsolete documents.
- Responsible for using copiers, scanners, facsimile machine, and/or printers.

EXPERIENCE
Must have at least two (2) years of experience. Experience using Microsoft Office and Adobe products.

11. Contact Center Project Manager

EDUCATION
Must have at least a bachelor’s degree in business, information systems, or related. Will accept three years related military training.

ROLES & RESPONSIBILITIES
Responsibilities include maintaining project documentation, schedule and other areas assigned by the CO and COR. Assists in cross-team communications and manages communications methods and processes. Supports multiple program activities, including document review, issues tracking, meetings/facilities coordination and status reporting. Knowledgeable in the areas of document control, scheduling, source code control, risk management, issue resolution
EXPERIENCE
Must have at least three (3) years’ of experience or related military training. Experience using Microsoft Office and Adobe products. Preferred certifications (PMP, or related).

12. Contact Center Specialist **

EDUCATION
Must have at least a high school diploma, GED or military training.

ROLES & RESPONSIBILITIES
- SCA 01040 CUSTOMER SERVICE REPRESENTATIVE (Occupational Base)
  The Customer Service Representative (CSR) provides information and solutions in response to inquiries pertaining to products, services and/or customer complaints. Duties may include, but are not limited to, accessing databases to retrieve and/or record information such as customer complaints or orders; responding to customer complaints or inquiries; taking orders for products or merchandise; calculating charges; processing billing or payments; processing customer claims; handling returns, refunds, and exchanges; keeping records of customer interactions; and updating customer account information.
- Have excellent communication skills, proficient in database entry, ability to work independently or in team environment, ability to prioritize tasks, strong attention to detail, strong initiative and drive to resolve problems and implement process improvements, learning the product or project details enough make recommendations to customers, and be an effective listener.
- Implement public and customer relations and problem resolution techniques, practices and procedures.
- Practices and reporting procedures established for the work unit for control and security of equipment, facilities, cash, records maintenance and forms.
- Follow established office procedures and practices including filing and records maintenance, business grammar, spelling, punctuation, and arithmetic.
- Responding to staff and the public with tact, diplomacy, and appropriate and timely information. Retrieving, analyzing and inputting data via computer terminal.
- Oral and written communication. Applying basic arithmetic computation. Properly applying laws, rules, regulations, policies and procedures to the work unit.
- Eliciting factual information and drawing effective outcomes.
- Prepare documents, letters, memorandums, reports, briefings, and administrative forms, including sensitive and/or routine correspondence.
- Maintain files containing proprietary/confidential information.
- Collect information requested by managers and staff for reports, conferences, and presentations.
- Assist in the performance of functional support activities, products and deliverables and associated task milestones/schedules.
- Perform other administrative duties, including telephone coverage, file management, and new hire on-boarding, as required.
- Implement and maintain a disciplined, efficient external task requirements tracking system for office correspondence, deliverables, action items, and issues.
Perform data entry tasks, follows specific procedures or detailed instructions, coding or interpreting of data, resolve erroneous items and missing information.

Maintenance of company documents. They are responsible for storage, cataloging and retrieval of documents. They maintain the integrity of working documents and update documentation when revised. They maintain systems for document storage and retrieval, and help train employees on efficient system usage. They are also responsible for document security, for assigning access, and for removing and destroying obsolete documents.

Responsible for using copiers, scanners, facsimile machine, and/or printers.

EXPERIENCE
Must have at least one (1) year’s of experience. Experience using Microsoft Office and Adobe products.