GENERAL SERVICES ADMINISTRATION

Federal Acquisition 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.GSAAdvantage.gov.

Schedule for Professional Services Schedule
Federal Supply Group: MAS  Class: Multiple Award Schedule
Contract Number: 47QTC19D002S
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering
Contract Period: November 29, 2018 – November 28, 2023

Contractor: AKYTECH CONSULTING LLC
1952 Gallows Rd
Suite 214
Vienna, VA 22182

Business Size: Small, Disadvantaged, 8(a), Woman Owned Business

Telephone:  703-992-5936
FAX Number: 703-988-2594
Web Site: www.akYTECHCONSULTING.com
E-mail: marora@akYTECHCONSULTING.com
Contract Administration: Meenakshi Arora

CUSTOMER INFORMATION:

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>54151S RC</td>
<td>Information Technology Professional Services</td>
</tr>
</tbody>
</table>

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

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

2. Maximum Order: $500,000

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).

7. Quantity discounts: Yes

<table>
<thead>
<tr>
<th>Tier</th>
<th>Threshold Amount</th>
<th>Additional Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$500,000</td>
<td>1%</td>
</tr>
</tbody>
</table>

8. Prompt payment terms: .5% if payment is made within 20 days, 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: Yes

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).

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.

25. **Data Universal Numbering System (DUNS) number:** 080113832

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

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

<table>
<thead>
<tr>
<th>Description of Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIN Category 54151S – Information Technology Professional Services</td>
</tr>
<tr>
<td>59 Labor Categories – Prices Include IFF</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Manager</td>
<td>$ 193.11</td>
<td>$ 197.94</td>
<td>$ 202.89</td>
<td>$ 207.96</td>
<td>$ 213.16</td>
</tr>
<tr>
<td>Position</td>
<td>Salary 1</td>
<td>Salary 2</td>
<td>Salary 3</td>
<td>Salary 4</td>
<td>Salary 5</td>
</tr>
<tr>
<td>------------------------------</td>
<td>----------</td>
<td>----------</td>
<td>----------</td>
<td>----------</td>
<td>----------</td>
</tr>
<tr>
<td>Project Manager I</td>
<td>$123.18</td>
<td>$126.26</td>
<td>$129.42</td>
<td>$132.65</td>
<td>$135.97</td>
</tr>
<tr>
<td>Project Manager II</td>
<td>$135.50</td>
<td>$138.88</td>
<td>$142.36</td>
<td>$145.92</td>
<td>$149.56</td>
</tr>
<tr>
<td>Project Manager III</td>
<td>$149.04</td>
<td>$152.77</td>
<td>$156.59</td>
<td>$160.50</td>
<td>$164.51</td>
</tr>
<tr>
<td>Project Manager IV</td>
<td>$163.95</td>
<td>$168.04</td>
<td>$172.25</td>
<td>$176.55</td>
<td>$180.97</td>
</tr>
<tr>
<td>Senior Consultant I</td>
<td>$136.93</td>
<td>$140.35</td>
<td>$143.86</td>
<td>$147.46</td>
<td>$151.15</td>
</tr>
<tr>
<td>Senior Consultant II</td>
<td>$150.62</td>
<td>$154.39</td>
<td>$158.25</td>
<td>$162.21</td>
<td>$166.26</td>
</tr>
<tr>
<td>Senior Consultant III</td>
<td>$165.69</td>
<td>$169.83</td>
<td>$174.07</td>
<td>$178.43</td>
<td>$182.89</td>
</tr>
<tr>
<td>Senior Consultant IV</td>
<td>$182.26</td>
<td>$186.81</td>
<td>$191.48</td>
<td>$196.27</td>
<td>$201.18</td>
</tr>
<tr>
<td>Senior Consultant V</td>
<td>$200.48</td>
<td>$205.49</td>
<td>$210.63</td>
<td>$215.90</td>
<td>$221.29</td>
</tr>
<tr>
<td>System Architect I</td>
<td>$135.35</td>
<td>$138.73</td>
<td>$142.20</td>
<td>$145.75</td>
<td>$149.40</td>
</tr>
<tr>
<td>System Architect II</td>
<td>$148.88</td>
<td>$152.60</td>
<td>$156.42</td>
<td>$160.33</td>
<td>$164.34</td>
</tr>
<tr>
<td>System Architect III</td>
<td>$163.77</td>
<td>$167.86</td>
<td>$172.06</td>
<td>$176.36</td>
<td>$180.77</td>
</tr>
<tr>
<td>System Architect IV</td>
<td>$180.14</td>
<td>$184.65</td>
<td>$189.26</td>
<td>$194.00</td>
<td>$198.85</td>
</tr>
<tr>
<td>System Engineer I</td>
<td>$121.93</td>
<td>$124.97</td>
<td>$128.10</td>
<td>$131.30</td>
<td>$134.58</td>
</tr>
<tr>
<td>System Engineer II</td>
<td>$134.12</td>
<td>$137.47</td>
<td>$140.91</td>
<td>$144.43</td>
<td>$148.04</td>
</tr>
<tr>
<td>System Engineer III</td>
<td>$147.53</td>
<td>$151.22</td>
<td>$155.00</td>
<td>$158.87</td>
<td>$162.85</td>
</tr>
<tr>
<td>System Engineer IV</td>
<td>$162.28</td>
<td>$166.34</td>
<td>$170.50</td>
<td>$174.76</td>
<td>$179.13</td>
</tr>
<tr>
<td>Network Engineer I</td>
<td>$109.25</td>
<td>$111.98</td>
<td>$114.78</td>
<td>$117.65</td>
<td>$120.59</td>
</tr>
<tr>
<td>Network Engineer II</td>
<td>$120.18</td>
<td>$123.18</td>
<td>$126.26</td>
<td>$129.42</td>
<td>$132.65</td>
</tr>
<tr>
<td>Network Engineer III</td>
<td>$132.20</td>
<td>$135.50</td>
<td>$138.89</td>
<td>$142.36</td>
<td>$145.92</td>
</tr>
<tr>
<td>Network Engineer IV</td>
<td>$145.41</td>
<td>$149.05</td>
<td>$152.78</td>
<td>$156.60</td>
<td>$160.51</td>
</tr>
<tr>
<td>Programmer I</td>
<td>$104.25</td>
<td>$106.85</td>
<td>$109.52</td>
<td>$112.26</td>
<td>$115.07</td>
</tr>
<tr>
<td>Programmer II</td>
<td>$114.67</td>
<td>$117.54</td>
<td>$120.48</td>
<td>$123.49</td>
<td>$126.58</td>
</tr>
<tr>
<td>Programmer III</td>
<td>$126.14</td>
<td>$129.29</td>
<td>$132.52</td>
<td>$135.84</td>
<td>$139.23</td>
</tr>
<tr>
<td>Programmer IV</td>
<td>$138.75</td>
<td>$142.22</td>
<td>$145.78</td>
<td>$149.42</td>
<td>$153.16</td>
</tr>
<tr>
<td>Position</td>
<td>Month 1</td>
<td>Month 2</td>
<td>Month 3</td>
<td>Month 4</td>
<td>Month 5</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Analyst I</td>
<td>$91.39</td>
<td>$93.68</td>
<td>$96.02</td>
<td>$98.42</td>
<td>$100.88</td>
</tr>
<tr>
<td>Analyst II</td>
<td>$100.53</td>
<td>$103.05</td>
<td>$105.62</td>
<td>$108.26</td>
<td>$110.97</td>
</tr>
<tr>
<td>Analyst III</td>
<td>$110.59</td>
<td>$113.35</td>
<td>$116.18</td>
<td>$119.09</td>
<td>$122.07</td>
</tr>
<tr>
<td>Analyst IV</td>
<td>$121.64</td>
<td>$124.69</td>
<td>$127.80</td>
<td>$131.00</td>
<td>$134.27</td>
</tr>
<tr>
<td>Quality Assurance Analyst I</td>
<td>$91.91</td>
<td>$94.21</td>
<td>$96.57</td>
<td>$98.98</td>
<td>$101.45</td>
</tr>
<tr>
<td>Quality Assurance Analyst II</td>
<td>$101.10</td>
<td>$103.63</td>
<td>$106.22</td>
<td>$108.88</td>
<td>$111.60</td>
</tr>
<tr>
<td>Quality Assurance Analyst III</td>
<td>$111.21</td>
<td>$113.99</td>
<td>$116.84</td>
<td>$119.77</td>
<td>$122.76</td>
</tr>
<tr>
<td>Quality Assurance Analyst IV</td>
<td>$122.34</td>
<td>$125.39</td>
<td>$128.53</td>
<td>$131.74</td>
<td>$135.04</td>
</tr>
<tr>
<td>Technical Writer I</td>
<td>$63.12</td>
<td>$64.69</td>
<td>$66.31</td>
<td>$67.97</td>
<td>$69.67</td>
</tr>
<tr>
<td>Technical Writer II</td>
<td>$69.43</td>
<td>$71.16</td>
<td>$72.94</td>
<td>$74.77</td>
<td>$76.64</td>
</tr>
<tr>
<td>Technical Writer III</td>
<td>$76.37</td>
<td>$78.28</td>
<td>$80.24</td>
<td>$82.24</td>
<td>$84.30</td>
</tr>
<tr>
<td>Technical Writer IV</td>
<td>$84.01</td>
<td>$86.11</td>
<td>$88.26</td>
<td>$90.47</td>
<td>$92.73</td>
</tr>
<tr>
<td>Help Desk Analyst I</td>
<td>$65.22</td>
<td>$66.85</td>
<td>$68.52</td>
<td>$70.24</td>
<td>$71.99</td>
</tr>
<tr>
<td>Help Desk Analyst II</td>
<td>$71.74</td>
<td>$73.54</td>
<td>$75.38</td>
<td>$77.26</td>
<td>$79.19</td>
</tr>
<tr>
<td>Help Desk Analyst III</td>
<td>$78.92</td>
<td>$80.89</td>
<td>$82.91</td>
<td>$84.99</td>
<td>$87.11</td>
</tr>
<tr>
<td>Help Desk Analyst IV</td>
<td>$86.81</td>
<td>$88.98</td>
<td>$91.21</td>
<td>$93.49</td>
<td>$95.82</td>
</tr>
<tr>
<td>Help Desk Analyst Manager</td>
<td>$104.17</td>
<td>$106.78</td>
<td>$109.45</td>
<td>$112.18</td>
<td>$114.99</td>
</tr>
<tr>
<td>Computer Operator I</td>
<td>$51.65</td>
<td>$52.94</td>
<td>$54.26</td>
<td>$55.62</td>
<td>$57.01</td>
</tr>
<tr>
<td>Computer Operator II</td>
<td>$56.81</td>
<td>$58.23</td>
<td>$59.69</td>
<td>$61.18</td>
<td>$62.71</td>
</tr>
<tr>
<td>Computer Operator III</td>
<td>$62.50</td>
<td>$64.06</td>
<td>$65.66</td>
<td>$67.30</td>
<td>$68.98</td>
</tr>
<tr>
<td>Computer Operator IV</td>
<td>$68.75</td>
<td>$70.46</td>
<td>$72.23</td>
<td>$74.03</td>
<td>$75.88</td>
</tr>
<tr>
<td>Technician I</td>
<td>$55.66</td>
<td>$57.05</td>
<td>$58.47</td>
<td>$59.93</td>
<td>$61.43</td>
</tr>
<tr>
<td>Technician II</td>
<td>$61.22</td>
<td>$62.75</td>
<td>$64.32</td>
<td>$65.93</td>
<td>$67.58</td>
</tr>
<tr>
<td>Technician III</td>
<td>$67.34</td>
<td>$69.03</td>
<td>$70.75</td>
<td>$72.52</td>
<td>$74.33</td>
</tr>
<tr>
<td>Technician IV</td>
<td>$74.08</td>
<td>$75.93</td>
<td>$77.83</td>
<td>$79.77</td>
<td>$81.77</td>
</tr>
<tr>
<td>Administrative Assistant I</td>
<td>$44.32</td>
<td>$45.43</td>
<td>$46.56</td>
<td>$47.72</td>
<td>$48.92</td>
</tr>
<tr>
<td>Category</td>
<td>Item Number</td>
<td>Job Title</td>
<td>Minimum/General Experience</td>
<td>Functional Responsibility</td>
<td>Minimum Education</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------------</td>
<td>--------------------</td>
<td>---------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Administrative Assistant II</td>
<td>0001</td>
<td>Program Manager</td>
<td>Minimum of ten (10) years progressive management experience in information systems development, project development from inception to deployment, demonstrated ability to provide technical guidance and direction in multiple tasks across several functional areas, and proven experience in the management and control of funds and resources, and exceptional oral and written communications skills. Labor category requires at least eight years supervisory experience.</td>
<td>Responsible for the effective management of funds and personnel and is accountable for the quality and timely delivery of all contractual deliverable items. Serves as the contractor's authorized point of contact with the customer and is responsible for overall contract task performance. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising technical personnel, hiring and termination, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for ensuring that all required resources including manpower, funds, production components, computer time, and facilities are available for program implementation and completion. Responsible for the supervision of subordinate managers, engineers, scientists, analysts, and technicians.</td>
<td>Bachelor's Degree</td>
</tr>
<tr>
<td>Administrative Assistant III</td>
<td>0002</td>
<td>Project Manager I</td>
<td>Minimum of two (2) years progressive project experience, most of which must have been in a specialized area, in information systems development, project development from inception to deployment; demonstrated ability to manage and provide technical guidance and direction in</td>
<td>Minimum of two (2) years progressive project experience, most of which must have been in a specialized area, in information systems development, project development from inception to deployment; demonstrated ability to manage and provide technical guidance and direction in</td>
<td>Bachelor's Degree</td>
</tr>
</tbody>
</table>
Functional Responsibility: Under close supervision, the position is responsible for the lead management and technical direction of a project or multitask projects. Responsible for project performance including cost, schedule, deliverables, and contractual compliance, and is accountable for the quality and timely delivery of all project deliverable items. Serves as a contractor's authorized technical interface with the customer and is responsible for overall project/task performance. Responsible for enforcing work standards, task schedules, reviewing work discrepancies, supervising technical personnel, recommending project hires and terminations, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for the budgeting of all required resources including manpower, funds, production components, computer time, and facilities that are required for project implementation and completion. Responsible for the supervision of subordinate engineers, scientists, analysts, and technicians.

Minimum Education: Bachelor's Degree

Item Number: 0003

Job Title: Project Manager II

Minimum/General Experience: Minimum of five (5) years progressive project experience, most of which must have been in a specialized area, in information systems development, project development from inception to deployment; demonstrated ability to manage and provide technical guidance and direction in multiple tasks across several functional areas, and excellent oral and written communications skills. Labor category requires at least three years supervisory experience.

Functional Responsibility: Responsible for the management and technical direction of a project or multitask projects. Responsible for project performance including cost, schedule, deliverables, and contractual compliance, and is accountable for the quality and timely delivery of all project deliverable items. Serves as a contractor's authorized technical interface with the customer and is responsible for overall project/task performance. Responsible for enforcing work standards, task schedules, reviewing work discrepancies, supervising technical personnel, recommending project hires and terminations, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for the budgeting of all required resources including manpower, funds, production components, computer time, and facilities that are required for project implementation and completion. Responsible for the supervision of subordinate engineers, scientists, analysts, and technicians.

Minimum Education: Bachelor's Degree

Item Number: 0004

Job Title: Project Manager III

Minimum/General Experience: Minimum of ten (10) years progressive project experience, most of which must have been in a specialized area, in information systems development, project development from inception to deployment; demonstrated ability to manage and provide technical guidance and direction in multiple tasks across several functional areas, and excellent oral and written communications skills. Position requires at least seven years supervisory experience.
**Functional Responsibility:** Responsible for the management and technical direction of a project or multitask projects. Responsible for project performance including cost, schedule, deliverables, and contractual compliance, and is accountable for the quality and timely delivery of all project deliverable items. Serves as a contractor's authorized technical interface with the customer and is responsible for overall project/task performance. Responsible for enforcing work standards, task schedules, reviewing work discrepancies, supervising technical personnel, recommending project hires and terminations, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for the budgeting of all required resources including manpower, funds, production components, computer time, and facilities that are required for project implementation and completion. Position is responsible for the supervision of subordinate engineers, scientists, analysts, and technicians.

**Minimum Education:** Bachelor's Degree

---

**Item Number:** 0005

**Job Title:** Project Manager IV

**Minimum/General Experience:** Minimum of fifteen (15) years progressive project experience, most of which must have been in a specialized area, in information systems development, project development from inception to deployment; demonstrated ability to manage and provide technical guidance and direction in multiple tasks across several functional areas, and excellent oral and written communications skills. Position requires at least ten years supervisory experience.

**Functional Responsibility:** Responsible for the management and technical direction of a project or multitask projects. Responsible for project performance including cost, schedule, deliverables, and contractual compliance, and is accountable for the quality and timely delivery of all project deliverable items. Serves as a contractor's authorized technical interface with the customer and is responsible for overall project/task performance. Responsible for enforcing work standards, task schedules, reviewing work discrepancies, supervising technical personnel, recommending project hires and terminations, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for the budgeting of all required resources including manpower, funds, production components, computer time, and facilities that are required for project implementation and completion. Position is responsible for the supervision of subordinate engineers, scientists, analysts, and technicians.

**Minimum Education:** Bachelor's Degree

---

**Item Number:** 0006

**Job Title:** Senior Consultant I

**Minimum/General Experience:** Minimum of two (2) years of experience solving difficult and forward-looking technology-based problems.

**Functional Responsibility:** Educated computer scientist, analyst, or engineer who has solved some of the most difficult and forward-looking technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have two (2) years of experience
performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have published articles or books in field of expertise and/or made presentations at professional conferences. Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements and may perform considerable independent research without any supervision. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

**Minimum Education:** Bachelor's Degree

**************

**Item Number:** 0007

**Job Title:** Senior Consultant II

**Minimum/General Experience:** Minimum of five (5) years of experience solving difficult and forward-looking technology-based problems.

**Functional Responsibility:** Educated computer scientist, analyst, or engineer who has solved some of the most difficult and forward-looking technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have five (5) years of experience performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have published articles or books in field of expertise and/or made presentations at professional conferences. Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements and may perform considerable independent research without any supervision. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

**Minimum Education:** Bachelor's Degree

**************

**Item Number:** 0008

**Job Title:** Senior Consultant III

**Minimum/General Experience:** Minimum of ten (10) years of experience solving difficult and forward-looking technology-based problems.
**Functional Responsibility:** Educated computer scientist, analyst, or engineer who has solved some of the most difficult and forward-looking technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have ten (10) years of experience performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have published articles or books in field of expertise and/or made presentations at professional conferences. Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements and may perform considerable independent research without any supervision. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

**Minimum Education:** Bachelor’s Degree

***************

**Item Number:** 0009

**Job Title:** Senior Consultant IV

**Minimum/General Experience:** Minimum of fifteen (15) years of experience solving difficult and forward-looking technology-based problems.

**Functional Responsibility:** Educated computer scientist, analyst, or engineer who has solved some of the most difficult and forward-looking technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have fifteen (15) years of experience performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have published articles or books in field of expertise and/or made presentations at professional conferences. Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements and may perform considerable independent research without any supervision. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

**Minimum Education:** Bachelor’s Degree

***************
Item Number: 0010

Job Title: Senior Consultant V

Minimum/General Experience: Minimum of twenty (20) years of experience solving difficult and forward-looking technology-based problems.

Functional Responsibility: Educated computer scientist, analyst, or engineer who has solved some of the most difficult and forward-looking technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have twenty (20) years of experience performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have published articles or books in field of expertise and/or made presentations at professional conferences. Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements and may perform considerable independent research without any supervision. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

Minimum Education: Bachelor’s Degree

Item Number: 0011

Job Title: System Architect I

Minimum/General Experience: Minimum of three (2) years experience in design, analysis, and implementation of information systems architecture.


Minimum Education: Bachelor’s Degree

Item Number: 0012

Job Title: System Architect II

Minimum/General Experience: Minimum of five (5) years of experience in design, analysis, and implementation of information systems architecture.
**Functional Responsibility:** Under little or no supervision, applies a wide set of engineering disciplines for planning, design, analysis, specification development, coding, and construction of computer and telecommunications information systems architectures. Responsible for, or assists in the designing of interface standards, quality assurance standards, performance standards, and cost-benefit analysis of modern state-of-the-art information systems.

**Minimum Education:** Bachelor’s Degree

----------

**Item Number:** 0013

**Job Title:** System Architect III

**Minimum/General Experience:** Minimum of ten (10) years of experience in design, analysis, and implementation of information systems architecture.

**Functional Responsibility:** Applies a wide set of engineering disciplines for planning, design, analysis, specification development, coding, and construction of computer and telecommunications information systems architectures. Responsible for, or assists in the designing of interface standards, quality assurance standards, performance standards, and cost-benefit analysis of modern state-of-the-art information systems.

**Minimum Education:** Bachelor’s Degree

----------

**Item Number:** 0014

**Job Title:** System Architect IV

**Minimum/General Experience:** Minimum of fifteen (15) years of experience in design, analysis, and implementation of information systems architecture.

**Functional Responsibility:** Applies a wide set of engineering disciplines for planning, design, analysis, specification development, coding, and construction of computer and telecommunications information systems architectures. Responsible for, or assists in the designing of interface standards, quality assurance standards, performance standards, and cost-benefit analysis of modern state-of-the-art information systems.

**Minimum Education:** Bachelor’s Degree

----------

**Item Number:** 0015

**Job Title:** System Engineer I
**Minimum/General Experience:** Minimum of two (2) years of experience, entry-level position in systems engineering design, analysis, integration, and life-cycle engineering support of large information systems projects.

**Functional Responsibility:** Under close supervision, performs all life-cycle support functions associated with the systems engineering of large computer and information system projects. Performs research, planning, design, cost–benefit trade-off analysis, specification development, and all aspects of systems analysis of IT systems. Responsible for standards and interface development; certifications; and test and evaluations of complex systems.

**Minimum Education:** Bachelor's Degree

***************

**Item Number:** 0016

**Job Title:** System Engineer II

**Minimum/General Experience:** Minimum of five (5) years experience in systems engineering design, analysis, integration, and life-cycle engineering support of large information systems projects.

**Functional Responsibility:** Under little or no supervision, performs all life-cycle support functions associated with the systems engineering of large computer and information system projects. Performs research, planning, design, cost–benefit trade-off analysis, specification development, and all aspects of systems analysis of IT systems. Responsible for standards and interface development, certifications, and test and evaluations of complex systems.

**Minimum Education:** Bachelor's Degree

***************

**Item Number:** 0017

**Job Title:** System Engineer III

**Minimum/General Experience:** Minimum of ten (10) years of experience in systems engineering design, analysis, integration, and life-cycle engineering support of large information systems projects.

**Functional Responsibility:** Responsible for all life-cycle support functions associated with the systems engineering of large computer and information system projects. Oversees and performs research, planning, design, cost–benefit trade-off analysis, specification development, and all aspects of systems analysis of IT systems. Responsible for standards and interface development, certifications, and test and evaluations of complex systems. Responsible for the supervision of subordinate systems engineers.

**Minimum Education:** Bachelor's Degree

***************

**Item Number:** 0018

**Job Title:** System Engineer IV
Minimum/General Experience: Minimum of fifteen (15) years of experience in systems engineering design, analysis, integration, and life-cycle engineering support of large information systems projects.

Functional Responsibility: Responsible for all life-cycle support functions associated with the systems engineering of large computer and information system projects. Oversees and performs research, planning, design, cost–benefit trade-off analysis, specification development, and all aspects of systems analysis of IT systems. Responsible for standards and interface development, certifications, and test and evaluations of complex systems. Responsible for the supervision of subordinate systems engineers.

Minimum Education: Bachelor's Degree

Item Number: 0019

Job Title: Network Engineer I

Minimum/General Experience: Minimum of two (2) years of experience in administration, management, hardware/software selection, integration, troubleshooting and maintenance, and end user support of computer and telecommunications networks including LAN/WAN/MAN topologies.

Functional Responsibility: Under supervision, provides for the management and technical administration of modem computer and telecommunications networks. Oversees the day-to-day activities of the system and is responsible for all applications running on the network. Manages, or assists in managing LAN/WAN/MAN related systems including software applications, communications, security, electronic mail, bulletin boards, UPS service, external communication links, scheduling, troubleshooting, and printing services. Monitors and responds to complex technical hardware and software problems utilizing a variety of network testing tools and techniques.

Minimum Education: Bachelor’s Degree

Item Number: 0020

Job Title: Network Engineer II

Minimum/General Experience: Minimum of five (5) years of experience in administration, management, hardware/software selection, integration, troubleshooting and maintenance, and end user support of computer and telecommunications networks including LAN/WAN/MAN topologies.

Functional Responsibility: Under little or no supervision, provides for the management and technical administration of modem computer and telecommunications networks. Oversees the day-to-day activities of the system and is responsible for all applications running on the network. Manages, or assists in managing LAN/WAN/MAN related systems including software applications, communications, security, electronic mail, bulletin boards, UPS service, external communication links, scheduling, troubleshooting, and printing services. Monitors and responds to complex technical hardware and software problems utilizing a variety of network testing tools and techniques. Optimizes network topology and services using sophisticated network tools and benchmarks and maintains network management records. Certified as a network engineer in at least one network communications protocol.
Minimum Education: Bachelor’s Degree

Item Number: 0021

Job Title: Network Engineer III

Minimum/General Experience: Minimum of ten (10) years of experience in administration, management, hardware/software selection, integration, troubleshooting and maintenance, and end user support of computer and telecommunications networks including LAN/WAN/MAN topologies. At least two years supervisory experience.

Functional Responsibility: Responsible for the management and technical administration of modem computer and telecommunications networks. Oversees the day to day activities of the system and is responsible for all applications running on the network. Manages LAN/WAN/MAN related systems including software applications, communications, security, electronic mail, bulletin boards, UPS service, external communication links, scheduling, troubleshooting, and printing services. Monitors and responds to complex technical hardware and software problems utilizing a variety of network testing tools and techniques. Optimizes network topology and services using sophisticated network tools and benchmarks and maintains network management records. Certified as a network engineer in at least one network communications protocol. Responsible for the supervision of subordinate information network managers and administrators.

Minimum Education: Bachelor’s Degree

Item Number: 0022

Job Title: Network Engineer IV

Minimum/General Experience: Minimum of fifteen (15) years of experience in administration, management, hardware/software selection, integration, troubleshooting and maintenance, and end user support of computer and telecommunications networks including LAN/WAN/MAN topologies. At least two years supervisory experience.

Functional Responsibility: Provides functional guidance and direction in network planning, design, integration, analysis, operating system programming, communications protocols, test and evaluation, trouble-shooting, training, and documentation support of modem computer and telecommunications networks. Responsible for selection and implementation of interface standards, quality assurance, performance benchmarks, reliability, and administration of modem state-of-the-art information systems. Certified as a network engineer in at least one network communications protocol. Responsible for the supervision of subordinate information systems network engineers.

Minimum Education: Bachelor’s Degree

Item Number: 0023

Job Title: Programmer I
**Minimum/General Experience:** Minimum of two (2) years of experience in computer programming and analysis of complex information systems application and operating system software.

**Functional Responsibility:** Under constant supervision, applies expertise in programming procedures to complex software modules and packages, including operating systems and application software. May assist in developing specifications for software programming applications, or modifying/maintaining existing software modules, including design, code, test, and evaluation. May participate in some or all phases of software development with emphasis on the planning, testing, programming, and acceptance phases.

**Minimum Education:** Bachelor’s Degree

***************

**Item Number:** 0024

**Job Title:** Programmer II

**Minimum/General Experience:** Minimum of five (5) years of experience in computer programming and analysis of complex information systems application and operating system software.

**Functional Responsibility:** Under little or no supervision, applies expertise in programming procedures to complex software modules and packages, including operating systems and application software. Develops, or assists in the development of specifications for software programming applications, or modifies/maintains existing software modules, including design, code, test, and evaluation. Participates in all life-cycle phases of software development with emphasis on the planning, testing, programming, and acceptance phases.

**Minimum Education:** Bachelor’s Degree

***************

**Item Number:** 0025

**Job Title:** Programmer III

**Minimum/General Experience:** Minimum of ten (10) years of experience in computer programming and analysis of complex information systems application and operating system software.

**Functional Responsibility:** Responsible for and applies expertise in programming procedures to complex software modules and packages, including operating systems and application software. Develops specifications for software programming applications, or modifies/maintains existing software modules, including design, code, test, and evaluation. Participates in all life-cycle phases of software development with emphasis on the planning, testing, programming, and acceptance phases. Responsible for the supervision of subordinate software programmers.

**Minimum Education:** Bachelor’s Degree

***************
Item Number: 0026

Job Title: Programmer IV

Minimum/General Experience: Minimum of fifteen (15) years of experience in computer programming and analysis of complex information systems application and operating system software.

Functional Responsibility: Responsible for and applies expertise in programming procedures to complex software modules and packages, including operating systems and application software. Develops specifications for software programming applications, or modifies/maintains existing software modules, including design, code, test, and evaluation. Participates in all life cycle phases of software development with emphasis on the planning, testing, programming, and acceptance phases. Responsible for the supervision of subordinate software programmers.

Minimum Education: Bachelor’s Degree

Item Number: 0027

Job Title: Analyst I

Minimum/General Experience: Minimum of two (2) years of experience in systems analysis and design of large information systems programs, and at least one (1) year of experience in information technology.

Functional Responsibility: With supervision, applies systems analysis and design techniques to complex computer systems. Schedules and reviews all life cycle support functions associated with the design of complex information system projects. Designs programs using flowcharts, data flow diagrams, and/or pseudo code. Uses complexity meters to assess programs and recommends improvements and assess operating systems performance. Uses relational theory to assess normality of databases and recommends improvements. Develops procedures, manuals, and other documentation for complex information systems.

Minimum Education: Bachelor’s Degree

Item Number: 0028

Job Title: Analyst II

Minimum/General Experience: Minimum of five (5) years of experience in systems analysis and design of large information systems programs, and at least two (2) years of experience in information technology.

Functional Responsibility: Under little or no supervision, applies systems analysis and design techniques to complex computer systems. Schedules and reviews all life cycle support functions associated with the design of complex information system projects. Designs programs using flowcharts, data flow diagrams, and/or pseudo code. Uses complexity meters to assess programs and recommends improvements and assess operating systems performance. Uses relational theory to assess normality of databases and recommends improvements. Develops procedures, manuals, and other documentation for complex information systems.

Minimum Education: Bachelor’s Degree
Item Number: 0029

Job Title: Analyst III

Minimum/General Experience: Minimum of ten (10) years of experience in systems analysis and design of large information systems programs, and at least four (4) years of experience in information technology. At least two (2) years of supervisory experience.

Functional Responsibility: Responsible for applying systems analysis and design techniques to complex computer systems. Schedules and reviews all life-cycle support functions associated with the design of complex information system projects. Designs programs using flowcharts, data flow diagrams, and/or pseudo code. Uses complexity meters to assess programs and recommends improvements and assess operating systems performance. Uses relational theory to assess normality of databases and recommends improvements. Develops procedures, manuals, and other documentation for complex information systems. Responsible for the supervision of subordinate systems analysts.

Minimum Education: Bachelor's Degree

Item Number: 0030

Job Title: Analyst IV

Minimum/General Experience: Minimum of fifteen (15) years of experience in systems analysis and design of large information systems programs, and at least six (6) years of experience in information technology. At least four (4) years of supervisory experience.

Functional Responsibility: Responsible for applying systems analysis and design techniques to complex computer systems. Schedules and reviews all life-cycle support functions associated with the design of complex information system projects. Designs programs using flowcharts, data flow diagrams, and/or pseudo code. Uses complexity meters to assess programs and recommends improvements and assess operating systems performance. Uses relational theory to assess normality of databases and recommends improvements. Develops procedures, manuals, and other documentation for complex information systems. Responsible for the supervision of subordinate systems analysts.

Minimum Education: Bachelor's Degree

Item Number: 0031

Job Title: Quality Assurance Analyst I

Minimum/General Experience: Minimum two (2) years of experience in Quality Assurance Activities.

Functional Responsibility: Under little or no supervision carries out test procedures to ensure that all engineering or systems products and services meet minimum specified standards and end-user requirements. Thoroughly tests subsystems to ensure proper form, fit, functional operation and freedom from defects. Documents all problems and works to resolve them; reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.
Minimum Education: Bachelor’s Degree

Item Number: 0032

Job Title: Quality Assurance Analyst II

Minimum/General Experience: Minimum five (5) years of experience in Quality Assurance Activities.

Functional Responsibility: Carries out test procedures to ensure that all engineering or systems products and services meet minimum specified standards and end-user requirements. Thoroughly tests subsystems to ensure proper form, fit, functional operation and freedom from defects. Documents all problems and works to resolve them; reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.

Minimum Education: Bachelor’s Degree

Item Number: 0033

Job Title: Quality Assurance Analyst III

Minimum/General Experience: Minimum ten (10) years of experience in Quality Assurance Activities.

Functional Responsibility: Assists in the planning, developing, and administration of quality policies covering specific organizational areas and task responsibilities. Acts as liaison between technical staff and senior management. Takes direction from superiors in the conduct of tests in accordance with pre-accepted test plans. Performs analyses of organizational work procedures, developing feasible alternatives based on thorough research. Participates in interviews and audits to retrieve essential quality information. Conducts reviews of work in process to measure performance against agreed upon milestone requirements, and reviews deliverables to ensure compliance with contract requirements.

Minimum Education: Bachelor’s Degree

Item Number: 0034

Job Title: Quality Assurance Analyst IV

Minimum/General Experience: Minimum fifteen (15) years of experience in Quality Assurance Activities.

Functional Responsibility: Provides leadership and guidance to the quality assurance and quality control staff. Plans, develops and administers standards compliant quality policies covering organization-wide areas, multi-disciplined engineering programs or key contracts. Assigns work to and oversees the work of staff, which includes management and senior level professionals. Reviews project development documentation to ensure specifications are designed to meet inspection and testing standards. Initiates corrective action for procedural, product, or process deficiencies. Analyzes organizational procedures work instructions and develops test suites and identifies feasible alternatives based on thorough research.
and analysis. Conducts interviews and audits to retrieve essential quality information. Collects, compiles
and assembles quality records for analytical documents and reports.

Minimum Education: Bachelor’s Degree

********************

Item Number: 0035

Job Title: Technical Writer I

Minimum/General Experience: Minimum of two (2) years of experience in writing and editing technical
documentation and literature of modern, complex information systems, in accordance with applicable
government and industry writing standards.

Functional Responsibility: Under supervision, responsible for collecting, analyzing, composing, and
translating technical information into clear, readable documents to be used by both technical and
non-technical personnel. Organizes material and writes descriptive copy according to established
government and industry standards regarding order, clarity, conciseness, style, and terminology. Reviews
published materials and recommends revisions or changes in scope, format, content, and methods of
reproduction and binding. May select photographs, drawings, sketches, diagrams, and charts to illustrate
material. Uses automated tools, including computer terminals and word processing or desktop publishing
software in performing assigned duties

Minimum Education: Bachelor’s Degree

********************

Item Number: 0036

Job Title: Technical Writer II

Minimum/General Experience: Minimum of five (5) years of experience in writing and editing technical
documentation and literature of modern, complex information systems, in accordance with applicable
government and industry writing standards.

Functional Responsibility: Under little or no supervision, responsible for collecting, analyzing,
composing, and translating technical information into clear, readable documents to be used by both
technical and non-technical personnel. Organizes material and writes descriptive copy according to
established government and industry standards regarding order, clarity, conciseness, style, and
terminology. Reviews published materials and recommends revisions or changes in scope, format,
content, and methods of reproduction and binding. May select photographs, drawings, sketches,
diagrams, and charts to illustrate material. Uses automated tools, including computer terminals and word
processing or desktop publishing software in performing assigned duties

Minimum Education: Bachelor’s Degree

********************

Item Number: 0037

Job Title: Technical Writer III
**Minimum/General Experience:** Minimum of ten (10) years of experience in writing and editing technical documentation and literature of modern, complex information systems, in accordance with applicable government and industry writing standards.

**Functional Responsibility:** Responsible for collecting, analyzing, composing, and translating technical information into clear, readable documents to be used by both technical and non-technical personnel. Organizes material and writes descriptive copy according to established government and industry standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. May select photographs, drawings, sketches, diagrams, and charts to illustrate material. Uses automated tools, including computer terminals and word processing or desktop publishing software in performing assigned duties.

**Minimum Education:** Bachelor’s Degree

***************

**Item Number:** 0038

**Job Title:** Technical Writer IV

**Minimum/General Experience:** Minimum of fifteen (15) years of experience in writing and editing technical documentation and literature of modern, complex information systems, in accordance with applicable government and industry writing standards.

**Functional Responsibility:** Responsible for collecting, analyzing, composing, and translating technical information into clear, readable documents to be used by both technical and non-technical personnel. Organizes material and writes descriptive copy according to established government and industry standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. May select photographs, drawings, sketches, diagrams, and charts to illustrate material. Uses automated tools, including computer terminals and word processing or desktop publishing software in performing assigned duties.

**Minimum Education:** Bachelor’s Degree

***************

**Item Number:** 0039

**Job Title:** Help Desk Analyst I

**Minimum/General Experience:** Minimum of one (1) year of experience. Experience includes knowledge of operating systems as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields.

**Functional Responsibility:** With daily supervision, provides telephone and in-person support to users in the areas of e-mail, directories, standard desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software and printer problems.
Minimum Education: High School Diploma

***************

Item Number: 0040

Job Title: Help Desk Analyst II

Minimum/General Experience: Minimum of four (4) years of experience. Experience includes knowledge of operating systems as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields.

Functional Responsibility: Provides telephone and in-person support to users in the areas of e-mail, directories, standard desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software and printer problems.

Minimum Education: Associates Degree

***************

Item Number: 0041

Job Title: Help Desk Analyst III

Minimum/General Experience: Minimum of six (6) years of experience. Specialized experience includes management of help desks in a multi-server environment, comprehensive knowledge of operating systems as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields. Some managerial experience required.

Functional Responsibility: Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard applications, and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software and printer problems.

Minimum Education: Bachelor’s Degree

***************

Item Number: 0042

Job Title: Help Desk Analyst IV

Minimum/General Experience: Minimum of ten (10) years of experience. Specialized experience includes management of help desks in a multi-server environment, comprehensive knowledge of operating systems as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields. At least four (4) years of managerial experience required.

Functional Responsibility: Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard applications, and
applications developed or deployed under this contract. These personnel serve as the first point of
contact for troubleshooting hardware/software and printer problems.

Minimum Education: Bachelor’s Degree

Item Number: 0043

Job Title: Help Desk Analyst Manager

Minimum/General Experience: Minimum of fifteen (15) years of experience. Specialized experience
includes management of help desks in a multi-server environment, comprehensive knowledge of
operating systems as well as networking and mail standards and supervision of help desk employees.
General experience includes information systems development, network and other work in the
client/server field, or related fields. At least six (6) years of managerial experience required.

Functional Responsibility: Provides daily supervision and direction to staff that are responsible for
phone and in-person support to users in the areas of e-mail, directories, standard applications, and
applications developed or deployed under this contract. These personnel serve as the first point of
contact for troubleshooting hardware/software and printer problems.

Minimum Education: Bachelor’s Degree

Item Number: 0044

Job Title: Computer Operator I

Minimum/General Experience: One (1) year experience with operation on large scale computer systems
or multi-server local area networks. Must demonstrate enough knowledge of programming to understand
software / hardware interaction. Knowledge and experience with a wide variety of hardware platforms
and their associated peripherals and software applications.

Functional Responsibility: Operates computer systems, peripherals and support equipment conforming
to the site-specific operating procedures. Monitors and supports computer processing reporting and
deviations from established standards. Assists in determining equipment settings and operating
instructions. Coordinates input, output, and file media. Distributes output and controls computer
operation on multiple platforms. Performs required preventive maintenance

Minimum Education: High School Diploma

Item Number: 0045

Job Title: Computer Operator II

Minimum/General Experience: Minimum of four (4) years of experience with operation on large scale
computer systems or multi-server local area networks. Must demonstrate enough knowledge of
programming to understand software / hardware interaction. Knowledge and experience with a wide
variety of hardware platforms and their associated peripherals and software applications.
**Functional Responsibility:** Operates computer systems, peripherals and support equipment conforming to the site-specific operating procedures. Monitors and supports computer processing reporting and deviations from established standards. Assists in determining equipment settings and operating instructions. Coordinates input, output, and file media. Distributes output and controls computer operation on multiple platforms. Performs required preventive maintenance

**Minimum Education:** High School Diploma

***************

**Item Number:** 0046

**Job Title:** Computer Operator III

**Minimum/General Experience:** Minimum of six (6) years of experience with operation on large scale computer systems or multi-server local area networks. Must demonstrate enough knowledge of programming to understand software / hardware interaction. Knowledge and experience with a wide variety of hardware platforms and their associated peripherals and software applications.

**Functional Responsibility:** Operates computer systems, peripherals and support equipment conforming to the site-specific operating procedures. Monitors and supports computer processing reporting and deviations from established standards. Assists in determining equipment settings and operating instructions. Coordinates input, output, and file media. Distributes output and controls computer operation on multiple platforms. Performs required preventive maintenance

**Minimum Education:** Associate degree

***************

**Item Number:** 0047

**Job Title:** Computer Operator IV

**Minimum/General Experience:** Minimum of ten (10) years of experience with operation on large scale computer systems or multi-server local area networks. Must demonstrate enough knowledge of programming to understand software / hardware interaction. Knowledge and experience with a wide variety of hardware platforms and their associated peripherals and software applications.

**Functional Responsibility:** Operates computer systems, peripherals and support equipment conforming to the site-specific operating procedures. Monitors and supports computer processing reporting and deviations from established standards. Assists in determining equipment settings and operating instructions. Coordinates input, output, and file media. Distributes output and controls computer operation on multiple platforms. Performs required preventive maintenance

**Minimum Education:** Bachelor’s Degree

***************

**Item Number:** 0048

**Job Title:** Technician I

**Minimum/General Experience:** Minimum of one (1) year general experience testing, repairing, and troubleshooting computers, or related equipment.
**Functional Responsibility:** Under supervision, assists in the assessment of current site network configuration and user requirements. Develops installation schedules, participates in network / hardware installation. Coordinates post installation operation and maintenance support.

**Minimum Education:** High School Diploma

***************

**Item Number:** 0049

**Job Title:** Technician II

**Minimum/General Experience:** Minimum of four (4) years of general experience testing, repairing, and troubleshooting computers, or related equipment.

**Functional Responsibility:** Under little or no supervision, assists in the assessment of current site network configuration and user requirements. Develops installation schedules, participates in network / hardware installation. Coordinates post installation operation and maintenance support.

**Minimum Education:** High School Diploma

***************

**Item Number:** 0050

**Job Title:** Technician III

**Minimum/General Experience:** Minimum of six (6) years of general experience testing, repairing, and troubleshooting computers or related equipment.

**Functional Responsibility:** Assists in the assessment of current site network configuration and user requirements. Develops installation schedules, participates in network/hardware installation. Coordinates post installation operation and maintenance support.

**Minimum Education:** Associate degree

***************

**Item Number:** 0051

**Job Title:** Technician IV

**Minimum/General Experience:** Minimum of ten (10) years of general experience testing, repairing, and troubleshooting computers or related equipment.

**Functional Responsibility:** Assists in the assessment of current site network configuration and user requirements. Develops installation schedules, participates in network / hardware installation. Coordinates post installation operation and maintenance support.

**Minimum Education:** Bachelor's Degree

***************
Item Number: 0052

Job Title: Administrative Assistant I

Minimum/General Experience: A minimum of one (1) year of experience with thorough knowledge of most used word processing packages (i.e. WordPerfect and MS Word). Familiar with database and spreadsheet packages (i.e. Lotus 123 and MS Excel).

Functional Responsibility: Responsible for the effective administration of the business operations for an office or department. Assures that acceptable administrative services are provided to the client within budget, on schedule and with a minimum of disruption. May assign and supervise the work of support personnel. Performs administrative assignments requiring the ability to follow directions and procedures. Proofreads for error and proper format. Other duties include reviewing materials to be typed, answering telephones, taking messages, and making copies. May also perform receptionist duties as required. May also provide conference and meeting support.

Minimum Education: High School Diploma

Item Number: 0053

Job Title: Administrative Assistant II

Minimum/General Experience: Minimum of four (4) years of experience with thorough knowledge of most used word processing packages (i.e. WordPerfect and MS Word) and with database and spreadsheet packages (i.e. Lotus 123 and MS Excel).

Functional Responsibility: Responsible for the effective administration of the business operations for an office, department, or division. Assures that acceptable administrative services are provided to the client within budget, on schedule and with a minimum of disruption. Assist in the preparation of budgets. Carries out recurring office procedures independently. Reviews outgoing materials and correspondence for internal consistency and conformance with office procedures; assures that proper clearances have been obtained. Composes correspondence requiring some technical understanding. Assigns and supervises the work of support personnel.

Minimum Education: High School Diploma

Item Number: 0054

Job Title: Administrative Assistant III

Minimum/General Experience: Minimum of six (6) years of experience with thorough knowledge of most used word processing packages (i.e. WordPerfect and MS Word) and with database and spreadsheet packages (i.e. Lotus 123 and MS Excel).

Functional Responsibility: Responsible for the effective administration of the business operations for an office, department, or division. Assures that acceptable administrative services are provided to the client within budget, on schedule and with a minimum of disruption. Assist in the preparation of budgets. Carries out recurring office procedures independently. Reviews outgoing materials and correspondence for internal consistency and conformance with office procedures; assures that proper clearances have been
obtained. Composes correspondence requiring some technical understanding. Assigns and supervises the work of support personnel.

**Minimum Education:** Associates Degree

-------------------------

**Item Number:** 0055

**Job Title:** Administrative Assistant IV

**Minimum/General Experience:** Minimum of ten (10) years of experience with thorough knowledge of most used word processing packages (i.e. WordPerfect and MS Word) and with database and spreadsheet packages (i.e. Lotus 123 and MS Excel).

**Functional Responsibility:** Responsible for the effective administration of the business operations for an office, department, or division. Assures that acceptable administrative services are provided to the client within budget, on schedule and with a minimum of disruption. Assist in the preparation of budgets. Carries out recurring office procedures independently. Reviews outgoing materials and correspondence for internal consistency and conformance with office procedures; assures that proper clearances have been obtained. Composes correspondence requiring some technical understanding. Assigns and supervises the work of support personnel.

**Minimum Education:** Associates Degree

-------------------------

**Item Number:** 0056

**Job Title:** Training Specialist I

**Minimum/General Experience:** Minimum of four (4) years of experience in training, or related fields. Must have one (1) year of experience, preferably in developing and providing end-user training.

**Functional Responsibility:** Develops and delivers instruction; also manages diverse classes of adult learners in a single classroom or simultaneously via satellite or other virtual delivery methods to multiple sites. Conducts individual, small group, and full classroom exercises, including simulations and end-to-end process activities. Work may encompass managing training professionals as well as interpreting and administering policies, processes, and procedures.

**Minimum Education:** Bachelor’s Degree

-------------------------

**Item Number:** 0057

**Job Title:** Training Specialist II

**Minimum/General Experience:** Minimum of four (4) years of experience in training, or related fields. Must have two (2) years specialized experience, including experience in developing and providing end-user training. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility:** Conducts the research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. Prepares all instructor
materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Minimum Education:** Bachelor’s Degree

---------------------

**Item Number:** 0058

**Job Title:** Training Specialist III

**Minimum/General Experience:** Minimum six (6) years of experience in training, or related fields. Must have two (2) years specialized experience, including experience in developing and providing end-user training. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility:** Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials by interfacing with subject matter experts (course outline, background material, training aids, tests, etc.). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, on-the-job training and/or computer based/computer aided training. Uses a variety of training evaluation methods to determine training effectiveness. May supervise junior Training Specialists.”

**Minimum Education:** Bachelor’s Degree

---------------------

**Item Number:** 0059

**Job Title:** Training Specialist IV

**Minimum/General Experience:** Minimum ten (10) years of experience in training, or related fields. Must have four (4) years specialized experience, including experience in developing and providing end-user training. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility:** Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials by interfacing with subject matter experts (course outline, background material, training aids, tests, etc.). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, on-the-job training and/or computer based/computer aided training. Uses a variety of training evaluation methods to determine training effectiveness. Minimum two (2) years supervision experience.

**Minimum Education:** Bachelor’s Degree

---------------------