General Services Administration
   Federal Supply Service
   Authorized Federal Supply Schedule Price List
   
Multiple Award Schedule (MAS)

Contract Number: 47QTCA19D0065

   Period of Performance:  March 5, 2019 – March 4, 2024
   Contract Current through Modification(s)
      PO-0013 dated May 12, 2022 and PS-A842 Refresh 10 dated April 7, 2022

   Information Technology Category
      Special Item Numbers: 54151S IT Professional Services
      Special Item Numbers: 561422 Automated Contact Center solutions (ACCS)
      OLM Order-Level Materials

Serco Inc.
12930 Worldgate Drive, Suite 600
Herndon, VA  20170
Phone: (703) 263-6671
Fax: (703) 263-6001
Website: www.serco-na.com

Business Size: Large Business
SAM UEI: DKJ1R5ABCN48
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 GSA Advantage® is:
GSAAAdvantage.gov.
GSA AWARDED TERMS AND CONDITIONS
SERCO INC.

1a. TABLE OF AWARDED SPECIAL ITEM NUMBER (SIN):
   - 54151S IT Professional Services
   - 561422 Automated Contact Center Solutions (ACCS)
   - OLM Order-Level Materials

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
   (Government net price + IFF based on a unit of one)

1c. HOURLY RATES: See page 5 for SIN 54151S rates; pages 15-17 for SIN 561422 rates

2. MAXIMUM ORDER: $500,000

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: All Domestic Locations

5. POINT(S) OF PRODUCTION: US

6. DISCOUNT FROM LIST PRICES: Prices shown herein are Net (discounts deducted).

7. QUANTITY DISCOUNT: 1% for single task orders at or over $2M

8. PROMPT PAYMENT TERMS: Net 30 Days

9a. Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9b. Government Purchase Cards are accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: None
11a. TIME OF DELIVERY: As Negotiated

11b. EXPEDITED DELIVERY: As Negotiated

11c. OVERNIGHT AND 2-DAY DELIVERY: As Negotiated

11d. URGENT REQUIREMENTS: As Negotiated

12. FOB POINT: Destination, 48 contiguous states and Washington, DC, as well as Alaska, Hawaii, and Puerto Rico

13a. ORDERING ADDRESS:
    Serco Inc.
    David Cornell
    Sr. Manager, Contracts
    12930 Worldgate Drive, Suite 600
    Herndon, VA 20170

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:
    Serco Inc.
    12930 Worldgate Drive, Suite 600
    Herndon, VA 20170

15. WARRANTY PROVISION: Not Applicable

16. EXPORT PACKING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Not Applicable

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: Not Applicable

19. TERMS AND CONDITIONS OF INSTALLATION: Not Applicable
20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES: Not Applicable

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Not Applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS: Not Applicable

22. LIST OF PARTICIPATING DEALERS: Not Applicable

23. PREVENTIVE MAINTENANCE: Not Applicable

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES: Not Applicable

24b. SECTION 508 COMPLIANCE FOR EIT: Not Applicable

25. DUNS NUMBER: 928859149

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) REGISTRATION DATABASE: Serco Inc. is current in SAM.
# SIN 54151S INFORMATION TECHNOLOGY

## PROFESSIONAL SERVICES

### LABOR RATES

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**IT PROFESSIONAL SERVICES**
**LABOR CATEGORY DESCRIPTIONS**

**General Substitution:** Four (4) years’ experience in an Information Technology related field that focused on the design, development, implementation, support or management of computer-based information systems—particularly software applications and computer hardware to collect, store, share and protect information is equivalent to a Bachelor’s degree in Information Technology or a Bachelor’s degree in Computer Sciences.

**JOB TITLE: SYSTEMS ANALYST 1**
Minimum/General Experience: One year of experience with multi-user and stand-alone computer systems in a variety of operating system environments. Must possess working knowledge of management information systems, multi-user and single-user operating systems, database management systems, and high order languages. Capable in the designing, planning, and troubleshooting of application software.


Minimum Education: Associate’s degree in Information Technology or Computer Sciences or a technical discipline with emphasis in information management.

**JOB TITLE: SYSTEMS ANALYST 2**
Minimum/General Experience: Two years’ experience with multi-user and stand-alone computer systems in a variety of operating system environments. Must possess working knowledge of management information systems, multi-user and single-user operating systems, database management systems, and high order languages. Capable in the designing, planning, and troubleshooting of application software.

Functional Responsibilities: Uses analytical and problem solving skills for system design, development, testing, and implementation. Analyzes user needs to determine functional and cross-functional requirements. Performs functional analysis to identify required tasks and their interrelationships. Provides technical direction for personnel performing systems development tasks.

Minimum Education: Bachelors of Arts or Science or higher degree in one of the following academic fields: Information Systems Management, Computer Systems Analysis, Computer Science, or an equivalent field or five years’ experience with automated systems.

**JOB TITLE: SYSTEMS ANALYST 3**
Minimum/General Experience: Three years’ experience with multi-user and stand-alone computer systems in a variety of operating system environments. Must possess working knowledge of management information systems, multi-user and single-user operating systems, database management systems, and high order languages. Capable in the designing, planning, and troubleshooting of application software.
Functional Responsibilities: Uses analytical and problem solving skills for system design, development, testing, and implementation. Analyzes user needs to determine functional and cross-functional requirements. Performs functional analysis to identify required tasks and their interrelationships. Provides technical direction for personnel performing systems development tasks.

Minimum Education: Bachelors of Arts from a four year institution or Bachelors of Science or higher degree in one of the following academic fields: Information Systems Management, Computer Systems Analysis, Computer Science, or an equivalent field or five years’ experience with automated systems.

**JOB TITLE: SYSTEMS ANALYST 4**
Minimum/General Experience: Seven years’ experience with multi-user and stand-alone computer systems in a variety of operating system environments. Must possess working knowledge of management information systems, multi-user and single-user operating systems, database management systems, and high order languages. Capable in the designing, planning, and troubleshooting of software applications.

Functional Responsibilities: Uses analytical, problem solving, and communication skills to coordinate the efforts of other system engineers in system design, development, testing, and implementation. Analyzes user needs to determine functional and cross-functional requirements. Performs functional analysis to identify required tasks and their interrelationships. Utilizes computer-aided software engineering (CASE) tools to model databases and entity relationships. Identifies resources required for each task. Provides technical and administrative direction for personnel performing systems development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Senior Applications Engineer to ensure problem solution and user satisfaction.

Minimum Education: Bachelors of Arts from a four year institution or Bachelors of Science or higher degree in one of the following academic fields: Information Systems Management, Computer Systems Analysis, Computer Science, or an equivalent field or seven years’ experience with automated systems.

**JOB TITLE: SUBJECT MATTER EXPERT 1**
Minimum/General Experience: Two years in-depth experience in specified subject matter.

Functional Responsibilities: Shall have technical expertise or functional expertise in the specified subject matter. Must be able to implement the specific subject matter technology. Must be conversant in the strengths and weaknesses of the specific subject matter technology, and be able to recommend and implement appropriate technical solutions.

Minimum Education: Bachelor’s degree in Information Technology or Computer Sciences, engineering, mathematics, business administration or related discipline.

**JOB TITLE: SUBJECT MATTER EXPERT 2**
Minimum/General Experience: Three years in-depth experience in specified subject matter.

Functional Responsibility: Technical expertise or functional expertise in the specified subject matter – including all skills of the subject matter consultant. Must be able to develop and execute project plans to implement the specific technology. Must be able to conduct trade-off and design
assessment supporting specific subject matter technology. Must be able to troubleshoot the implemented specific subject matter technology environment.

Minimum Education: Bachelor’s degree in Information Technology, Computer Science, engineering, mathematics, business administration or related discipline or an additional 4 years of relevant experience.

**JOB TITLE: SUBJECT MATTER EXPERT 3**
Minimum/General Experience: Four years in-depth experience in specified subject matter.

Functional Responsibility: Technical expertise or functional expertise in the specified subject matter – including all skills of the subject matter specialist. Must be able to advise clients on the feasibility, usability and successful implementation of the specific subject matter technology.

Conducts seminars and is industry-recognized expert in the specific subject matter technology. Must be able to lead teams of specialists in the implementation and operations of the specific subject matter technology.

Minimum Education: Bachelor’s degree in Information Technology, Computer Science, engineering, mathematics, business administration or related discipline or an additional 4 years of relevant experience.

**JOB TITLE: SUBJECT MATTER EXPERT 4**
Minimum/General Experience: Five years in-depth experience in specified subject matter.

Functional Responsibility: Technical expertise or functional expertise in the specified subject matter – including all skills of the subject matter specialist. Must be able to advise clients on the feasibility, usability and successful implementation of the specific subject matter technology.

Conducts seminars and is industry-recognized expert in the specific subject matter technology. Must be able to lead teams of specialists in the implementation and operations of the specific subject matter technology.

Minimum Education: Bachelor’s degree in Information Technology, Computer Science, engineering, mathematics, business administration or related discipline or an additional 4 years of relevant experience.

**JOB TITLE: NETWORK ENGINEER/SPECIALIST 1**
Minimum/General Experience: One years’ experience with automated systems and two years’ experience with management information systems, network operating systems, and database management systems.

Functional Responsibilities: Designs, implements, and administers IT systems. Performs general and advanced trouble shooting tasks. Installs operating systems and add-on products. Integrates and configures network components and protocols. Manages Internet and Internet services, firewalls, and network security. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as computer-aided software engineering (CASE) tools.

Minimum Education: Bachelors of Arts from a four year institution or Bachelors of Science or higher degree in one of the following academic fields: Information Systems Management, Computer Systems Analysis, Computer Science, or an equivalent field or five years’ experience with automated systems.
JOB TITLE: NETWORK ENGINEER/SPECIALIST 2
Minimum/General Experience: Three years’ experience with automated systems and three years’ experience with management information systems, network operating systems, and database management systems.

Functional Responsibilities: Designs, implements, and administers IT systems. Performs general and advanced trouble shooting tasks. Installs operating systems and add-on products. Integrates and configures network components and protocols. Manages Internet and Internet services, firewalls, and network security. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as computer-aided software engineering (CASE) tools.

Minimum Education: Bachelors of Arts from a four year institution or Bachelors of Science or higher degree in one of the following academic fields: Information Systems Management, Computer Systems Analysis, Computer Science, or an equivalent field or five years’ experience with automated systems.

JOB TITLE: NETWORK ENGINEER/SPECIALIST 3
Minimum/General Experience: Five years’ experience with automated systems and three years’ experience with management information systems, network operating systems, and database management systems.

Functional Responsibilities: Designs, implements, and administers IT systems. Performs general and advanced trouble shooting tasks. Installs operating systems and add-on products. Integrates and configures network components and protocols. Manages Internet and Internet services, firewalls, and network security. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as computer-aided software engineering (CASE) tools.

Minimum Education: Bachelors of Arts or Bachelors of Science or higher degree in one of the following academic fields: Information Systems Management, Computer Systems Analysis, Computer Science, or an equivalent field or five years’ experience with automated systems.

JOB TITLE: SYSTEMS ADMINISTRATOR 1
Minimum/General Experience: One years’ experience in multi-user environment. Requires experience performing system configuration tasks including configuring system peripherals, operating cluster nodes, startup and shutdown procedures, account management, queue management, and documentation of all system procedures.

Functional Responsibilities: Performs software installations, configurations, and upgrades, as well as developing and executing system security plans. Conducts effective system performance monitoring and adjusts system parameters. Manages backup and recovery procedures and troubleshoots system failures and malfunctions.

Minimum Education: Bachelors of Science Degree in Computer Science or a related field or four years additional experience in Systems Administration

JOB TITLE: SYSTEMS ADMINISTRATOR 2
Minimum/General Experience: Two years’ experience as a system administrator in multi-user system environment. Requires experience performing system configuration tasks including
configuring system peripherals, managing cluster nodes, startup and shutdown procedures, account management, queue management, and documentation of all system procedures.

Functional Responsibilities: Coordinates and manages system staff responsible for performing software installations, configurations, and upgrades, as well as developing and executing system security plans. Conducts system performance monitoring and adjusts system parameters. Establishes and manages backup and recovery procedures and troubleshoots system failures and malfunctions. Resolves customer problems and interfaces with customers at various organizational levels.

Minimum Education: Bachelors of Science Degree in Computer Science or a related field or an additional 4 years of equivalent work experience in Systems Management.

JOB TITLE: SYSTEMS ADMINISTRATOR

Minimum/General Experience: Four years’ experience as a system manager in multi-user system environment. Requires experience performing system configuration tasks including configuring system peripherals, managing cluster nodes, startup and shutdown procedures, account management, queue management, and documentation of all system procedures.

Functional Responsibilities: Coordinates and manages system staff responsible for performing software installations, configurations, and upgrades, as well as developing and executing system security plans. Conducts system performance monitoring and adjusts system parameters. Establishes and manages backup and recovery procedures and troubleshoots system failures and malfunctions. Resolves customer problems and interfaces with customers at various organizational levels.

Minimum Education: Bachelors of Science Degree in Computer Science or a related field or an additional four years of equivalent work experience in Systems Management.

JOB TITLE: PROGRAM MANAGER

Minimum/General Experience: Three years’ experience with two years management experience including oversight of information technology projects.

Functional Responsibility: Responsible for overall performance of a number of projects or a program. Maintains and oversees schedules and costs. Reviews all products to ensure that they meet quality standards.

Minimum Education: Bachelor’s Degree in Information Technology or Computer Sciences or four years of relevant experience.

JOB TITLE: PROJECT MANAGER

Minimum/General Experience: One years’ experience with six months of management experience including information technology.

Functional Responsibility: Responsible for overall performance of a project. Maintains and oversees schedules and costs. Reviews all deliverables and work products to ensure that they meet quality standards.

Minimum Education: Bachelor’s Degree or an Associate’s Degree in Information Technology or Computer Sciences or an additional four years of relevant experience.
**JOB TITLE: PROJECT MANAGER 2**
Minimum/General Experience: Three years’ experience with three years management experience including information technology.

Functional Responsibility: Responsible for overall performance of a project. Maintains and oversees schedules and costs. Reviews all deliverables and work products to ensure that they meet quality standards.

Minimum Education: Bachelor’s Degree or an Associate’s Degree in Information Technology or Computer Sciences with an additional four years of relevant experience.

**JOB TITLE: DEVELOPER 1**
Minimum/General Experience: One-year experience in software development with some experience with standard development tools. Includes college experience with relevant, credit-earning software development projects. Requires knowledge of standard graphic user interfaces as well as dynamic data exchange and object linking and embedding.

Functional Responsibilities: Designs and develops information systems based on visual software architecture and components with the use of state-of-the-art visual programming tools. Produces pseudo-code, technical specifications, modeling definitions and data dictionaries to support the ongoing life cycle of the resultant applications.

Minimum Education: Bachelor’s Degree from an accredited University or a degree in Software Design or Programmer Analyst or an additional four years of experience.

**JOB TITLE: DEVELOPER 2**
Minimum/General Experience: Two years’ experience in software development with a minimum of two years with standard development tools. Requires knowledge of standard graphic user interfaces as well as dynamic data exchange and object linking and embedding.

Functional Responsibilities: Designs and develops information systems based on visual software architecture and components with the use of state-of-the-art visual programming tools. Produces pseudo-code, technical specifications, modeling definitions and data dictionaries to support the ongoing life cycle of the resultant applications.

Minimum Education: Bachelor’s Degree from an accredited University or a degree in Software Design or Programmer Analyst or an additional three years of experience.

**JOB TITLE: DEVELOPER 3**
Minimum/General Experience: Four years’ experience in software development with a minimum of four years with standard development tools. Requires knowledge of standard graphic user interfaces as well as dynamic data exchange and object linking and embedding.

Functional Responsibilities: Designs and develops information systems based on visual software architecture and components with the use of state-of-the-art visual programming tools. Produces pseudo-code, technical specifications, modeling definitions and data dictionaries to support the ongoing life cycle of the resultant applications.

Minimum Education: Bachelor’s Degree from an accredited University or a degree in Software Design or Programmer Analyst or an additional three years of experience.
**JOB TITLE: DEVELOPER 4**
Minimum/General Experience: Six years’ experience in software development with a minimum of five years with standard development tools. Requires knowledge of standard graphic user interfaces as well as dynamic data exchange and object linking and embedding.

Functional Responsibilities: Designs and develops information systems based on visual software architecture and components with the use of state-of-the-art visual programming tools. Produces pseudo-code, technical specifications, modeling definitions and data dictionaries to support the ongoing life cycle of the resultant applications.

Minimum Education: Bachelor’s Degree from an accredited University or a degree in Software Design or Programmer Analyst or an additional four years of experience.

**JOB TITLE: DEVELOPER 5**
Minimum/General Experience: Eight years’ experience in software development with a minimum of six years with standard development tools. Requires knowledge of standard graphic user interfaces as well as dynamic data exchange and object linking and embedding.

Functional Responsibilities: Designs and develops information systems based on visual software architecture and components with the use of state-of-the-art visual programming tools. Produces pseudo-code, technical specifications, modeling definitions and data dictionaries to support the ongoing life cycle of the resultant applications.

Minimum Education: Bachelor’s Degree from an accredited University or a degree in Software Design or Programmer Analyst or an additional four years of experience.

**JOB TITLE: APPLICATION SPECIALIST 1**
Minimum/General Experience: One years’ work experience working with Commercial off the Shelf (COTS) applications or application development.

Functional Responsibility: Works on fairly complex applications and assignments. Determines costs/quality choices as basis for measuring feasibility of various approaches. Communicates with internal and external sources to assure proper and timely project completion.

Minimum Education: Bachelor’s degree or a Bachelor’s degree in computer science or electrical engineering or 1-3 years of equivalent experience in a related field.

**JOB TITLE: APPLICATION SPECIALIST 2**
Minimum/General Experience: Three years’ work experience working with Commercial off the Shelf (COTS) applications or application development.

Functional Responsibility: Uses judgment and initiative in developing analytical and computational techniques and methodology for solving problems of unusual technical difficulty or complexity on projects which may be technically unique to the industry.

Minimum Education: Bachelor’s degree or a Bachelor’s degree in computer science or electrical engineering or 3-5 years of equivalent experience in a related field.

**JOB TITLE: SYSTEMS ENGINEER 1**
Minimum/General Experience: One year of experience in systems engineering

Functional Responsibilities: Assists more experienced systems architects in designing architectures that include software, hardware, and communications solutions to support IT requirements, as well as provide for present and future cross-functional requirements and
interfaces. Assists in evaluating problems of workflow, organization, and planning and develops appropriate corrective action.

Minimum Education: Bachelors of Arts or Sciences from an accredited institution in Information Technology or Computer Sciences or 3 years of equivalent experience in a related field.

**JOB TITLE: SYSTEMS ENGINEER 2**

Minimum/General Experience: Two years’ experience in systems engineering

Functional Responsibilities: Designs systems and architectures that include software, hardware, and communications solutions to support IT requirements, as well as provide for present and future cross-functional requirements and interfaces. Ensures architectures are in compliance with open systems standards as they apply to the client’s environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. May function as team leader for less experienced systems architects. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)

Minimum Education: Bachelors of Arts or Sciences from an accredited institution in Information Technology or Computer Sciences or 3 years of equivalent experience in a related field.

**JOB TITLE: SYSTEMS ENGINEER 3:**

Minimum/General Experience: Three years of experience in system engineering.

Functional Responsibilities: Designs systems and architectures that include software, hardware, and communications solutions to support IT requirements, as well as provide for present and future cross-functional requirements and interfaces. Ensures architectures are in compliance with open systems standards as they apply to the client’s environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. May provide guidance and direction to less experienced systems architects. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)

Minimum Education: Bachelors of Arts or Sciences from an accredited institution in Information Technology or Computer Sciences or 3 years of equivalent experience in a related field.

**JOB TITLE: HELP DESK SPECIALIST**

Minimum/General Experience: One year of experience

Functional Responsibilities: Provides support to IT users on issues of moderate complexity. Applies knowledge of state-of-the-art software, hardware, network infrastructure, and information technology to troubleshoot user/system problems. Provide installation services and define facilities requirements. Routes highly complex problems to more experienced technical specialists. May possess knowledge of structured cabling systems, document imaging, document management, and workflow COTS systems.

Minimum Education: Associate’s degree in business or technical discipline with emphasis in information management.
**JOB TITLE: DATABASE ADMINISTRATOR 1**
Minimum/General Experience: One year of database administration experience. Includes college experience with relevant, credit-earning database projects.

Functional Responsibility: Assists the senior database administrator in the design and use of databases, the global view of databases, and access to the databases. Assures the safekeeping of the databases (from accidental or intentional damage or loss), monitors the usage of databases, and develops standards, procedures, and conventions for use. Designs databases and uses database management systems.

Minimum Education: Associate degree or undergraduate certificate from an accredited institution in Information Technology, Computer Sciences or related field.

**JOB TITLE: DATABASE ADMINISTRATOR 2**
Minimum/General Experience: Two years of database administration experience

Functional Responsibility: Assists the senior database administrator in the design and use of databases, the global view of databases, and access to the databases. Assures the safekeeping of the databases (from accidental or intentional damage or loss), monitors the usage of databases, and develops standards, procedures, and conventions for use. Designs databases and uses database management systems.

Minimum Education: Bachelor of Arts or Sciences from an accredited institution in an Information Technology, Computer Sciences or related field.

**JOB TITLE: DATABASE ADMINISTRATOR 3**
Minimum/General Experience: Four years of database administration experience

Functional Responsibility: Assists the senior database administrator in the design and use of databases, the global view of databases, and access to the databases. Assures the safekeeping of the databases (from accidental or intentional damage or loss), monitors the usage of databases, and develops standards, procedures, and conventions for use. Designs databases and uses database management systems.

Minimum Education: Bachelor of Arts or Sciences from an accredited institution or Bachelor of Science in an Information Technology, Computer Sciences or related field.

**JOB TITLE: DATABASE ADMINISTRATOR 4**
Minimum/General Experience: Six years of database experience

Functional Responsibility: Assists the senior database administrator in the design and use of databases, the global view of databases, and access to the databases. Assures the safekeeping of the databases (from accidental or intentional damage or loss), monitors the usage of databases, and develops standards, procedures, and conventions for use. Designs databases and uses database management systems.

Minimum Education: Bachelor of Arts or Sciences from an accredited institution or Bachelor of Science in an Information Technology, Computer Sciences or related field.
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**SIN 561422 AUTOMATED CONTACT CENTER SOLUTIONS LABOR CATEGORY DESCRIPTIONS**

**COMMERCIAL JOB TITLE: ANALYST I**

Minimum/General Experience: 2 Years

Functional Responsibility: Compiles, maintains, verifies and may interpret data in accordance with plans developed by others. Performs basic trend analyses of data in order to identify any potential technical and management problems. Assists with drafting reports of findings along with related documentation for higher level review. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: ANALYST III**

Minimum/General Experience: 5 Years

Functional Responsibility: Compiles, maintains, verifies and interprets data using organization plans and independent judgment. Performs in-depth analyses of data in order to identify trends and potential technical and management problems. Drafts reports of findings along with related documentation for higher level review. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: BUSINESS PROCESS ANALYST I**

Minimum/General Experience: 2 Years

Functional Responsibility: Analyzes and documents one or more of an organization's processes. Meets with subject matter experts within the organization to gather process information and/or requirements. Designs and documents new processes and obtains organizational feedback. Communicates process flows or requirements to staff for software development efforts or as part of procedural training.

Minimum Education: Bachelors
COMMERCIAL JOB TITLE: BUSINESS PROCESS ANALYST III
Minimum/General Experience: 5 Years

Functional Responsibility: Analyzes and documents one or more of an organization's processes. Meets with subject matter experts within the organization to gather process information and/or requirements. Designs and documents new processes and obtains organizational feedback. Communicates process flows or requirements to staff for software development efforts or as part of procedural training. May interact with senior level staff to propose process modifications.
Minimum Education: Bachelors

COMMERCIAL JOB TITLE: BUSINESS SYSTEMS ANALYST II
Minimum/General Experience: 7 Years

Functional Responsibility: Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Familiar with relational database concepts, and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to a project lead or manager. A wide degree of creativity and latitude is expected.
Minimum Education: Bachelors

COMMERCIAL JOB TITLE: CALL CENTER DEPUTY SUPERVISOR
Minimum/General Experience: 0 Years

Functional Responsibility: Supervises regional talent acquisition consultants, coordinators and support staff and is responsible for the performance management and hiring of these employees. Fills a variety of assigned positions in operations and management. Develop and maintain candidate pools for a proactive recruiting function. Develops new strategies and programs to attract candidates. Works closely with talent acquisition manager to share best practices, aids on critical needs and coordinate on national-level initiatives. Oversee staff in properly determining applicant qualifications by interviewing applicants; analyzing responses; verifying references; comparing qualifications to job requirements.
Minimum Education: High School

COMMERCIAL JOB TITLE: CALL CENTER SUPERVISOR I
Minimum/General Experience: 0 Years

Functional Responsibility: Responsible to provide supervision and leadership to Customer Service Representatives with the goal of meeting program objectives and designated contract service level agreements. Set goals for performance and deadlines in ways that comply with company’s plans and vision and communicate them to subordinates. Organize workflow and ensure that employees understand their duties or delegated tasks. Receive complaints and resolve problems, referring to Human Resources when appropriate. Maintain timekeeping and personnel records. Ensure adherence to legal and company policies and procedures and undertake disciplinary actions if the need arises. Perform tasks to assure service level requirements; RTA, AHT, Adherence goals are met. Assume leadership responsibility for department tasks and call center activities as required.
Minimum Education: High School
COMMERCIAL JOB TITLE: CALL CENTER SUPERVISOR II
Minimum/General Experience: 3 Years
Functional Responsibility: Responsible to provide supervision and leadership to Customer Service Representatives with the goal of meeting program objectives and designated contract service level agreements. Set goals for performance and deadlines in ways that comply with company’s plans and vision and communicate them to subordinates. Organize workflow and ensure that employees understand their duties or delegated tasks. Receive complaints and resolve problems, referring to Human Resources when appropriate. Maintain timekeeping and personnel records. Ensure adherence to legal and company policies and procedures and undertake disciplinary actions if the need arises. Perform tasks to assure service level requirements; RTA, AHT, Adherence goals are met. Assume leadership responsibility for department tasks and call center activities as required.
Minimum Education: High School

COMMERCIAL JOB TITLE: CLOUD DEVELOPER
Minimum/General Experience: 8 Years
Functional Responsibility: Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help plan and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Familiar with
Minimum Education: Bachelors

COMMERCIAL JOB TITLE: CLOUD DEVELOPER LEAD
Minimum/General Experience: 10 Years
Functional Responsibility: Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help plan and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Familiar with
Minimum Education: Bachelors

COMMERCIAL JOB TITLE: COMPLIANCE SPECIALIST V
Minimum/General Experience: 5 Years
Functional Responsibility: Responsible for compliance programs and/or audit activities. Prepares and completes regulatory and compliance documents to ensure compliance with contractual requirements and federal, state, and local government regulations (e.g. DCAA, DCMA, DOL, etc.). Responsible for policies and procedures and coordinates the review process for compliance and updates. Designs and implements internal test reviews. Supports CAS related issues, including training. Stays abreast of changes in government and contractual regulations and communicates changes to promote company awareness of regulations. Administers and updates company Disclosure Statements. Responsible for some or all of the following: report creation and generation, data auditing and analysis. Knowledgeable with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a director.
Minimum Education: Bachelors
COMMERCIAL JOB TITLE: CONTENT MANAGEMENT DEVELOPER IV
Minimum/General Experience: 7 Years

Functional Responsibility: Responsible for developing and providing content for external/internal portals or websites. Develops and modifies new and existing template solutions. Responsible for coordinating the display of graphics and the production of documents/projects. Gathers feedback for improvement and enhancements. May be responsible for writing a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is expected. Performs a variety of tasks. May lead and direct the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: DATABASE ADMINISTRATOR II
Minimum/General Experience: 5 Years

Functional Responsibility: Provides technical direction for database design, maintenance, and administration. Evaluates and recommends available DBMS products after matching user requirements with system capabilities. Develops and formulates standards, procedures, and conventions.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: DATABASE ADMINISTRATOR III
Minimum/General Experience: 7 Years

Functional Responsibility: Provides technical direction for database design, maintenance, and administration. Evaluates and recommends available DBMS products after matching user requirements with system capabilities. Develops and formulates standards, procedures, and conventions for database use. Leads technical/programming staff to ensure database security from accidental or intentional loss or damage. Determines file organization, indexing methods and security procedures for specific user applications. Requires demonstrated expertise in the use of database management systems and related products from vendors such as Oracle, SAP, SAS, and IBM. Familiar with a variety of the field's concepts, practices, and procedures. Generally leads a group of database administrators. Relies on extensive experience and judgment to plan and accomplish goals. Typically reports to a project director.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: DATABASE ADMINISTRATOR IV
Minimum/General Experience: 9 Years

Functional Responsibility: Provides technical direction for database design, maintenance, and administration. Evaluates and recommends available DBMS products after matching user requirements with system capabilities. Develops and formulates standards, procedures, and conventions for database use. Leads technical/programming staff to ensure database security from accidental or intentional loss or damage. Determines file organization, indexing methods and security procedures for specific user applications. Requires demonstrated expertise in the use of database management systems and related products from vendors such as Oracle, SAP, SAS, and IBM. Familiar with a variety of the field's concepts, practices, and procedures. Generally
leads a group of database administrators. Relies on extensive experience and judgment to plan and accomplish goals. Typically reports to a Project Director.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: DIRECTOR INFORMATION TECHNOLOGY**

Minimum/General Experience: 3 Years

Functional Responsibility: Collects and analyzes data to provide an independent and objective oversight of the likely future performance of major projects. Follows established modeling and evaluation processes to determine the effectiveness of current operational activities and to determine problem areas and develop solutions. Administers quality policies and procedures that cover two or more functional areas. Researches and analyzes basic and complex issues surrounding the processes and systems of an organization. Uses independent technical, strategic, and contractual expertise to audit project plans and personnel and develop a forecast of likely technical, economic, and safety performance and critical success factors. Makes recommendations surrounding improving processes, efficiency and practices. Communicates changes and may provide training to impacted business units. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: EMPLOYMENT COUNSELOR I**

Minimum/General Experience: 2 Years

Functional Responsibility: Employment counselors work with individuals, and sometimes with groups, to assist them in making wise career decisions. Help clients find the right type of job, counselors collect and assess information about education, previous employment experience, skills, interests, and personal information.

Minimum Education: High School

**COMMERCIAL JOB TITLE: EMPLOYMENT COUNSELOR II**

Minimum/General Experience: 5 Years

Functional Responsibility: Employment counselors work with individuals, and sometimes with groups, to assist them in making wise career decisions. Help clients find the right type of job, counselors collect and assess information about education, previous employment experience, skills, interests, and personal information.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: FOREIGN LANGUAGE TRANSLATOR**

Minimum/General Experience: 0 Years

Functional Responsibility: The Foreign Language Translator translates to English from a variety of language sources, including but not limited to print and audio. Complete knowledge of language must provide translator with a wide range of standard and non-standard terminology and an understanding of dialects and jargon. This worker must be able to comprehend slang and colloquial expressions in translating both technical and non-technical materials; must idiomatically translate repetitive material in specialized areas, including documents, reports, and
general correspondence, in full or summary form, and provide supplemental research when necessary. Some interpreting will be required.

This worker must ensure that the final translation communicates the accurate meaning of the original transcribed document and conform as closely as possible to the format of the source document. Translation must use accepted standard English grammar in attaining clarity and a faithful rendition of the original source's meaning. Translation requires treatment of conventional problems and situations using established translating practices and principles. This translator must possess the ability to make independent determinations concerning accuracy and thoroughness of the translation, and will often report to supervisory translator yet must be able to function independently.

Minimum Education: Associate Degree equating to two years of experience

**COMMERCIAL JOB TITLE: GENERAL & OPERATIONAL MANAGER SME**
Minimum/General Experience: 5 Years

Functional Responsibility: Responsible for managing local scheduling and real-time operations that facilitate the maximization of resources (human and automated) to achieve customer satisfaction, productivity, schedule adherence and economic goals. Oversees daily activities of call center operations to maximize scheduling and real-time utilization of resources; analyzes and recommends part-time, flexible, and full-time employee mix for the site or program. Interfaces with central operations management to ensure smooth coordination of scheduling and maximization of schedule adherence; provides input on local conditions, identifies needs, and receives direction on real-time staffing increases or decreases.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: GENERAL CLERK 1**
Minimum/General Experience: 0 Years

Functional Responsibility: This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others. Responds professionally, accurately, and completely to requests to customer inquiries by required channel to provide non-technical problem resolution. Resolves routine and basic problems and communicates solution or requested information to the customer. Analyzes a customer's service needs and refers to other service or technical departments for follow up as needed. May utilize a customer relationship application or database to record activities and research product information. Provides administrative support in a variety of functions to an individual, team, department, or other group in an organization.

Will be expected to receive complex inbound participant phone calls and provide appropriate customer service support in accordance with defined agency's and Serco guidelines. They will utilize authorized computer systems to gather and confirm information prompted by incoming calls and provide the needed research necessary to support complex participant requests. The successful candidate will be able to provide rapid, efficient, and accurate customer service, to include research related to customer needs, in a professional manner for extended periods of time in accordance with the requirements of the contract.

Minimum Education: High School
COMMERCIAL JOB TITLE: GENERAL CLERK 2
Minimum/General Experience: 3 Years

Functional Responsibility: This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others. Responds professionally, accurately, and completely to requests to customer inquiries by required channel to provide non-technical problem resolution. Resolves routine and basic problems and communicates solution or requested information to the customer. Analyzes a customer's service needs and refers to other service or technical departments for follow up as needed. May utilize a customer relationship application or database to record activities and research product information. Provides administrative support in a variety of functions to an individual, team, department, or other group in an organization.

Will be expected to receive complex inbound participant phone calls and provide appropriate customer service support in accordance with defined agency's and Serco guidelines. They will utilize authorized computer systems to gather and confirm information prompted by incoming calls and provide the needed research necessary to support complex participant requests. The successful candidate will be able to provide rapid, efficient, and accurate customer service, to include research related to customer needs, in a professional manner for extended periods of time in accordance with the requirements of the contract.

Minimum Education: High School

COMMERCIAL JOB TITLE: GENERAL CLERK 3
Minimum/General Experience: 5 Years

Functional Responsibility: This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others. Responds professionally, accurately, and completely to requests to customer inquiries by required channel to provide non-technical problem resolution. Resolves routine and basic problems and communicates solution or requested information to the customer. Analyzes a customer's service needs and refers to other service or technical departments for follow up as needed. May utilize a customer relationship application or database to record activities and research product information. Provides administrative support in a variety of functions to an individual, team, department, or other group in an organization.

Will be expected to receive complex inbound participant phone calls and provide appropriate customer service support in accordance with defined agency's and Serco guidelines. They will utilize authorized computer systems to gather and confirm information prompted by incoming calls and provide the needed research necessary to support complex participant requests. The successful candidate will be able to provide rapid, efficient, and accurate customer service, to include research related to customer needs, in a professional manner for extended periods of time in accordance with the requirements of the contract.

Minimum Education: High School
COMMERCIAL JOB TITLE: HELP DESK SUPERVISOR
Minimum/General Experience: 5 Years

Functional Responsibility: Supervises the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected.

Minimum Education: High School

COMMERCIAL JOB TITLE: HELP DESK SUPPORT II
Minimum/General Experience: 2 Years

Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Has the ability to serve the role of a Customer Service Representative or a Call Agent for call centers.

Minimum Education: High School

COMMERCIAL JOB TITLE: HELP DESK SUPPORT III
Minimum/General Experience: 5 Years

Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Has the ability to serve the role of a Customer Service Representative or a Call Agent for call centers.

Minimum Education: High School

COMMERCIAL JOB TITLE: MANAGER I
Minimum/General Experience: 2 Years

Functional Responsibility: Oversees the day-to-day operations of the contact center in support of administration/operations, workforce management/customer effectiveness and quality/knowledge management/training functions. Supports the Project Manager in staffing, planning work assignments and reporting status of contracting activities to the Program Management Staff. Includes ensuring appropriate customer service is provided in accordance with agency guidance and industry best practices. Managers work with a variety of stakeholders to ensure the application of the quality assurance program, knowledge management program and training to
ensure the uniform application of standards and practices all while meeting the contractually defined service levels.

The Customer Effective Manager oversees the contact center operations supporting complex scheduling procedures to ensure appropriate personnel are staffed in direct support of the Contact Center. Works with assigned Supervisors to ensure the uniform application of standards and practices are maintained while having the ability to meet/exceed daily service level requirements. Review and evaluate service levels to ensure adequate staffing is in place to meet workload demands. Ensuring that the Contract Center adheres to the training program as developed by the Quality Manager and approved by the Project Manager.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: MANAGER II**

Minimum/General Experience: 5 Years

Functional Responsibility: Oversees the day-to-day operations of the contact center in support of administration/operations, workforce management/customer effectiveness and quality/knowledge management/training functions. Supports the Project Manager in staffing, planning work assignments and reporting status of contracting activities to the Program Management Staff. Includes ensuring appropriate customer service is provided in accordance with agency guidance and industry best practices. Managers work with a variety of stakeholders to ensure the application of the quality assurance program, knowledge management program and training to ensure the uniform application of standards and practices all while meeting the contractually defined service levels.

The Customer Effective Manager oversees the contact center operations supporting complex scheduling procedures to ensure appropriate personnel are staffed in direct support of the Contact Center. Works with assigned Supervisors to ensure the uniform application of standards and practices are maintained while having the ability to meet/exceed daily service level requirements. Review and evaluate service levels to ensure adequate staffing is in place to meet workload demands. Ensuring that the Contract Center adheres to the training program as developed by the Quality Manager and approved by the Project Manager.

Minimum Education: Bachelor

**COMMERCIAL JOB TITLE: NETWORK ADMINISTRATOR II**

Minimum/General Experience: 3 Years

Functional Responsibility: Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A moderate degree of creativity and latitude is expected.

Minimum Education: Bachelor
**COMMERCIAL JOB TITLE: NETWORK ADMINISTRATOR IV**  
Minimum/General Experience: 5 Years  
Functional Responsibility: Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist.  
Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: NETWORK ENGINEER II**  
Minimum/General Experience: 3 Years  
Functional Responsibility: Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required.  
Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: NETWORK ENGINEER III**  
Minimum/General Experience: 5 Years  
Functional Responsibility: Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help plan and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.  
Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: PROGRAM DIRECTOR**  
Minimum/General Experience: 5 Years  
Functional Responsibility: Responsible for managing highly complex contracts for multiple customers with revenue. Manages budgets for multiple centers. Responsible for developing new business opportunities and enhancements. Develops programs to support company initiatives. Provides established expertise to customers. Requires extensive knowledge and understanding of work project(s) and functions. Serves as subject matter expert within program area. Maintains relationship with internal and external customers. Typically leads a team of 60 or more employees, including project and/or program managers.  
Minimum Education: Bachelors
**Commercial Job Title: Program Manager I**
Minimum/General Experience: 2 Years

Functional Responsibility: Responsible for directing the performance of a contact center program and complexity of the IT infrastructure/IT requirements/tools. Responsible for the effective management of funds and personnel and is accountable for the quality and timely delivery of all contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Ensures that all required resources including staff, equipment, contact center solutions, and facilities are available for program implementation and ongoing operations. Manages, leads, directs and reviews the work of a team who exercise latitude and independence in their assignments.

Minimum Education: Bachelors

**Commercial Job Title: Program Manager II**
Minimum/General Experience: 5 Years

Functional Responsibility: Responsible for directing the performance of a contact center program and complexity of the IT infrastructure/IT requirements/tools. Responsible for the effective management of funds and personnel and is accountable for the quality and timely delivery of all contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Ensures that all required resources including staff, equipment, contact center solutions, and facilities are available for program implementation and ongoing operations. Manages, leads, directs and reviews the work of a team who exercise latitude and independence in their assignments. Develops programs to support company initiatives. Provides expertise to customers to ensure resolution of issues. Requires advanced knowledge and understanding of work project(s) and functions. Maintains relationship with internal and external customers.

Minimum Education: Bachelors

**Commercial Job Title: Program Manager III**
Minimum/General Experience: 5 Years

Functional Responsibility: Responsible for directing the performance of a contact center program and complexity of the IT infrastructure/IT requirements/tools. Responsible for the effective management of funds and personnel and is accountable for the quality and timely delivery of all contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Ensures that all required resources including staff, equipment, contact center solutions, and facilities are available for program implementation and ongoing operations. Manages, leads, directs and reviews the work of a team who exercise latitude and independence in their assignments. Develops programs to support company initiatives. Provides expertise to customers to ensure resolution of issues. Requires advanced knowledge and understanding of work project(s) and functions. Maintains relationship with internal and external customers.

Minimum Education: Bachelors
**COMMERCIAL JOB TITLE: PROGRAMMER II**
Minimum/General Experience: 3 Years

Functional Responsibility: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: PROGRAMMER III**
Minimum/General Experience: 5 Years

Functional Responsibility: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks.

Minimum Education: Bachelor

**COMMERCIAL JOB TITLE: PROJECT/PROGRAM MANAGER II**
Minimum/General Experience: 3 Years

Functional Responsibility: Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of all contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight. The Project Manager maintains and manages the client interface at the COTR levels of the client organization. Assists the Program Manager as required in managing contract performance develops programs to support company initiatives. Provides expertise to customers to ensure resolution of issues. Requires advanced knowledge and understanding of work project(s) and functions. Maintains relationship with internal and external customers.

Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of all contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight. The Project Manager maintains and manages the client interface at the COTR levels of the client organization. Assists the Program Manager as required in managing contract performance.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: PROJECT/PROGRAM MANAGER III**
Minimum/General Experience: 5 Years

Functional Responsibility: Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single
project. Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of all contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight. The Project Manager maintains and manages the client interface at the COTR levels of the client organization. Assists the Program Manager as required in managing contract performance. Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of all contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight. The Project Manager maintains and manages the client interface at the COTR levels of the client organization. Assists the Program Manager as required in managing contract performance.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: QUALITY ASSURANCE SPECIALIST I
Minimum/General Experience: 2 Years

Functional Responsibility: Must have extensive knowledge of the rules and restrictions set forth by PBGC. Responsible for the initial and ongoing training of all Participant Service Representatives. In addition, they are responsible for developing training curriculum, facilitating new hire/recurring training, and monitoring/evaluating calls using PBGC’s approved software. The Trainer must work with Supervisors to achieve business objectives as set forth by the PBGC, Operations Manager, and the Contact Center Manager. The Trainer will also be required to provide one-on-one Agent feedback and coaching as needed. In addition, they are responsible for attending weekly in-house and monthly joint calibration sessions. The Quality Assurance Specialist is responsible for monitoring and evaluating calls. The QA Specialist must work with Supervisors to achieve business objectives as set forth by PBGC and the Project Manager. The QA specialist will also provide one-on-one Agent feedback and coaching as needed. In addition, the QA is responsible for attending weekly in-house and monthly joint calibration sessions.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: QUALITY ASSURANCE SPECIALIST II
Minimum/General Experience: 5 Years

Functional Responsibility: Perform Quality Assurance audits to identify trends and report findings. Ensure teams are meeting daily quality audit goals. Determine new trends through call observation/reporting and propose methods of changing trends through training or other processes. Partners with supervisors/trainers/managers to identify skill improvement opportunities and makes recommendations on how to solve for knowledge gaps. Attends supervisor team meetings to speak to what QA is hearing and provide feedback to call center agents. Attends calibration session to ensure all required guidelines are understood and are being followed. Keeps up to date on all Cups, Desk-to-Desk and other trainings to remain a subject matter expert.

Minimum Education: Bachelors
COMMERCIAL JOB TITLE: SCRMUM MASTER
Minimum/General Experience: 10 Years

Functional Responsibility: Works with Product Owner to develop User Stories to meet the Feature acceptance criteria. Facilitate Scrum ceremonies for up to 3 Scrum teams. Collects and shares team metrics with the team, suggest new metrics, and drives improvement using metrics. Coach the team on agile and Scrum principles with the goal of continuous improvement. Promote teamwork to achieve sprint goals. Lead the team towards agile maturity. Protect the team from scope creep and impediments.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: SECURITY ENGINEER III
Minimum/General Experience: 5 Years

Functional Responsibility: Monitor, evaluate, and maintain systems and procedures to protect the data systems and databases from unauthorized users. Identify potential threats and respond to reported security violations. Determine causes of security breaches and research, recommend, and implement changes to procedures to protect data from future violations. Assist in educating users on security procedures.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: SECURITY ENGINEER V
Minimum/General Experience: 7 Years

Functional Responsibility: Provides high level expertise on technical security, to include cyber security, to internal and external customers. Provides expertise and direction in the development or modification of complex security requirements, processes, architectures, mechanisms, or validation activities in order to enhance the security posture of an enterprise. An advanced degree and industry-recognized certification are preferred in order to perform at the expected level of expertise.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: SITE MANAGER/OPS MANAGER
Minimum/General Experience: 3 Years

Functional Responsibility: The Site Manager provides transitioning service members (Active, Reserve, National Guard), family members, and Veterans a comprehensive understanding of preparing for civilian employment, job searching, job application processes, networking, technical training opportunities, credentialing, and assistance in preparing for civilian employment and participation in technical programs and schools. Site Managers guide military transitions in the development of their individual goals to ensure successful civilian careers.

The Site Manager is responsible for coordinating with local government TAP Managers and installation staff to schedule classroom support, supervises Facilitators and Senior Facilitators, and ensures quality performance. The individual in this position is also responsible for supplies, instructional materials, and office equipment; and preparing periodic reports. Work at times will require extended hours, including weekdays, weekends and some holidays, generally anticipating and addressing emerging requirements under changing and constrained time lines.

Minimum Education: Bachelors
COMMERCIAL JOB TITLE: SOFTWARE DEVELOPER I
Minimum/General Experience: 5 Years
Functional Responsibility: Capable of coding in various computer languages in support of technical software coding projects for client organizations. Team lead of developers in software coding projects and responsible for tracking development efforts to project requirements. Responsible for managing code repositories and holding scrum sessions to level work efforts across teams. Responsible for prioritizing software coding requirements through client meetings.
Minimum Education: Bachelors

COMMERCIAL JOB TITLE: SOFTWARE DEVELOPER III
Minimum/General Experience: 10 Years
Functional Responsibility: Capable of coding in various computer languages in support of technical software coding projects for client organizations. Team lead of developers in software coding projects and responsible for tracking development efforts to project requirements. Responsible for managing code repositories and holding scrum sessions to level work efforts across teams. Responsible for prioritizing software coding requirements through client meetings.
Minimum Education: Bachelors

COMMERCIAL JOB TITLE: SOFTWARE DEVELOPER IV
Minimum/General Experience: 12 Years
Functional Responsibility: Capable of coding in various computer languages in support of technical software coding projects for client organizations. Team lead of developers in software coding projects and responsible for tracking development efforts to project requirements. Responsible for managing code repositories and holding scrum sessions to level work efforts across teams. Responsible for prioritizing software coding requirements through client meetings.
Minimum Education: Bachelors

COMMERCIAL JOB TITLE: SOFTWARE ENGINEER I
Minimum/General Experience: 2 Years
Functional Responsibility: Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a manager.
Minimum Education: Bachelors

COMMERCIAL JOB TITLE: SOFTWARE ENGINEER II
Minimum/General Experience: 5 Years
Functional Responsibility: Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety
of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. May report directly to a project lead or manager.

**Minimum Education:** Bachelors

**COMMERCIAL JOB TITLE: SOFTWARE ENGINEER III**

Minimum/General Experience: 7 Years

Functional Responsibility: Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Designs, plans, and coordinates work teams. Provides technical support to project team members. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. A wide degree of creativity and latitude is expected. May report to an executive or a manager.

**Minimum Education:** Bachelors

**COMMERCIAL JOB TITLE: SOFTWARE ENGINEER IV**

Minimum/General Experience: 9 Years

Functional Responsibility: Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Designs, plans, and coordinates work teams. Provides technical support to project team members. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected. May report to an executive or a senior manager.

**Minimum Education:** Bachelors

**COMMERCIAL JOB TITLE: SOFTWARE TESTER**

Minimum/General Experience: 4 Years

Functional Responsibility: Evaluates, recommends, and implements automated test tools and general test strategies. Develops, publishes, and implements test plans. Develops, maintains, and upgrades automated test scripts and architectures for application products.

**Minimum Education:** Bachelors

**COMMERCIAL JOB TITLE: SOLUTIONS ARCHITECT II**

Minimum/General Experience: 5 Years

Functional Responsibility: Provides unique expertise in architectural system design. Designs, develops, and constructs application systems, models and high-level systems architecture. Consults with clients to refine application needs. Serves as a key expert in areas of technical consulting, engineering or technical program management. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide
degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: SOLUTIONS ARCHITECT III**

Minimum/General Experience: 7 Years

Functional Responsibility: Provides unique expertise in architectural system design for large programs and bid and proposal efforts. Supervises specialty architects (business, data, information, security, and infrastructure) as head of an architectural team on large programs. Leads the design, development, and construction of application systems, models and high level systems architecture. Consults with clients to refine both business and application needs. Serves as a key expert in areas of technical consulting, engineering or technical program management. Expert in a wide variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a vice president.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: SYSTEM ARCHITECT**

Minimum/General Experience: 10 Years

Functional Responsibility: Serves as a professional authority and project team leader with expert level knowledge in various government architecture framework compliant architectures. Requires Extensive knowledge in enterprise modeling practices using object-oriented UML methods, end-user requirements including publications and plans, configuration management processes and tools.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: SYSTEM ENGINEER I**

Minimum/General Experience: 10 Years

Functional Responsibility: Under minimal direction, works from specifications to develop or modify complex software programs to enhance an operating system. May give some direction and guidance to less experienced software systems engineers. Develops logic, codes, tests, and debugs.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: SYSTEMS ADMINISTRATOR II**

Minimum/General Experience: 5 Years

Functional Responsibility: Installs new software releases and system upgrades. Evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Familiar with standard concepts, practices, and procedures within a particular field. Performs a variety of tasks. Works under limited supervision. Typically reports to a project leader or manager. A certain degree of creativity and latitude is required.

Minimum Education: Bachelors
COMMERCIAL JOB TITLE: SYSTEMS ADMINISTRATOR III
Minimum/General Experience: 7 Years

Functional Responsibility: Installs new software releases and system upgrades. Evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. May report directly to a project lead or manager.

Minimum Education: Bachelor

COMMERCIAL JOB TITLE: SYSTEMS ADMINISTRATOR IV
Minimum/General Experience: 9 Years

Functional Responsibility: Provides expertise to set up, configure and install new software releases and system upgrades. Evaluates and installs patches and resolves software related problems. May perform system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Participate in technical evaluations of hardware and/or software. Provide support to other functions. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. May report directly to a project lead or manager.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: SYSTEMS ENGINEER II
Minimum/General Experience: 5 Years

Functional Responsibility: Under direction, assist in the definition and programming of moderately complex software. Work effectively on several phases of systems/software programming/analysis with little direction, but may require some instruction and guidance for other aspects. May assist in the coding of benchmark testing, job accounting and other control modules developed internally by the company. May assist with moderately complex software applications, such as system generations, compilers, link editors, and assemblers. Degree must be in Computer Science, Math, Electrical Engineering, or related field.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: SYSTEMS ENGINEER III
Minimum/General Experience: 7 Years

Functional Responsibility: Under minimal direction, work from specifications to develop or modify complex software programs to enhance an operating system. May give some direction and guidance to less experienced software systems engineers. Develop logic, code, test and debug software packages. Modify, test, and debug retail utilities, packages and engineering releases to integrate with the company's operating systems. Develop and modify complex software, such as routines supporting multiprogramming, telecommunications and file management. Degree must be in Computer Science, Math, Electrical Engineering, or related field.

Minimum Education: Bachelors
COMMERCIAL JOB TITLE: TECH INSTRUCTOR/COURSE DEVELOPER
Minimum/General Experience: 5 Years

Functional Responsibility: The Technical Instructor/Course Developer is primarily responsible for curriculum revision and maintenance. Technical curriculum may involve electronics, welding, or more highly technical areas such as radio and electronics repair or operation of weapons systems. This instructor uses a computer to organize and draft a curriculum that breaks a complex subject into blocks or units of instruction, creates graphics, and integrates them into curriculum. Courses may be instructor based, computer-based, simulator based, interactive, or non-interactive. This instructor also teaches short technical courses in accordance with approved curriculum to maintain proficiency and to evaluate and develop new instructional techniques/courses. Job duties also include the following: incorporation of new curriculum in the teaching process (e.g., develops clarification or examples of application related to the subject matter), development and maintenance of classroom techniques that reflect professionalism and good discipline and enhance teaching, development of alternative teaching techniques and scenarios to maintain high motivation and interest in the subject areas, and while acting as the testing officer, the conducting of test analysis and development or revision of test items.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: TECHNICAL BUSINESS CONSULTANT I
Minimum/General Experience: 2 Years

Functional Responsibility: Works as a consulting team member or an individual technical consultant on product implementation, enhancement, integration or audit projects. Expertise and work efforts are focused on the analysis of the customer's business goals, objectives, needs and the general business environment to solve technical problems. May have Business Development and budgetary responsibilities. Duties may be performed at customer's site. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A degree of creativity and latitude is expected. The technical business may know program language, and be able to be full-stack developer for projects, along with being a project manager, and subject matter expert in all things technology focus.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: TECHNICAL BUSINESS CONSULTANT II
Minimum/General Experience: 5 Years

Functional Responsibility: Works as a consulting team member or an individual technical consultant on product implementation, enhancement, integration or audit projects. Expertise and work efforts are focused on the analysis of the customer's business goals, objectives, needs and the general business environment to solve technical problems. Duties may be performed at customer's site. May have Business Development and budgetary responsibilities. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. The technical business may know program language, and be able to be full-stack developer for projects, along with being a project manager, and subject matter expert in all things technology focus.

Minimum Education: Bachelors
COMMERCIAL JOB TITLE: TECHNICAL BUSINESS CONSULTANT III
Minimum/General Experience: 7 Years

Functional Responsibility: Works as a consulting team member or an individual technical consultant on product implementation, enhancement, integration or audit projects. Expertise and work efforts are focused on the analysis of the customer's business goals, objectives, needs and the general business environment to solve technical problems. May have Business Development and budgetary responsibilities. Duties may be performed at customer's site. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. May report to an executive or a manager. The technical business may know program language, and be able to be full-stack developer for projects, along with being a project manager, and subject matter expert in all things technology focus.

Minimum Education: Bachelors

Commercial Job Title: Technical Business Consultant IV
Minimum/General Experience: 9 Years

Functional Responsibility: Works as a consulting team member or an individual technical consultant on product implementation, enhancement, integration or audit projects. Expertise and work efforts are focused on the analysis of the customer's business goals, objectives, needs and the general business environment to solve technical problems. May have Business Development and budgetary responsibilities. Duties may be performed at customer's site. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Reports to an executive or a manager. The technical business may know program language, and be able to be full-stack developer for projects, along with being a project manager, and subject matter expert in all things technology focus.

Minimum Education: Bachelor

COMMERCIAL JOB TITLE: TECHNICAL WRITER I
Minimum/General Experience: 0 Years

Functional Responsibility: Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Conducts interviews with various users and technical staff to gather data for documentation. Researches and translates technical information into manuals and/or web-based documents for nontechnical and technical users. May document engineering processes and specifications. Recommends formats responsive to technical and customer requirements. Produces products that conform to the company documentation and quality assurance standards. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.

Minimum Education: Bachelors
COMMERCIAL JOB TITLE: TECHNICAL WRITER II
Minimum/General Experience: 3 Years

Functional Responsibility: Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Conducts interviews with various users and technical staff to gather data for documentation. Researches and translates technical information into manuals and/or web-based documents for nontechnical and technical users. May document engineering processes and specifications. Recommends formats responsive to technical and customer requirements. Produces products that conform to the company documentation and quality assurance standards. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: TECHNICAL WRITER IV
Minimum/General Experience: 7 Years

Functional Responsibility: Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Conducts interviews with various users and technical staff to gather data for documentation. Researches and translates technical information into manuals and/or web-based documents for nontechnical and technical users. May document engineering processes and specifications. Recommends formats responsive to technical and customer requirements. Produces products that conform to the company documentation and quality assurance standards. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a wide variety of tasks. May lead and direct the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.

Minimum Education: Bachelors

COMMERCIAL JOB TITLE: TRAINING SPECIALIST II
Minimum/General Experience: 3 Years

Functional Responsibility: Participates in, and conducts training programs. Tracks training requirements within their designated area of responsibility. May be involved in initial plan design and existing plan enhancements with the delivery of higher order training/development programs. May write, designs, edit, and maintain documentation and training materials. May research, design, schedule, and implement training documentation projects. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

Minimum Education: Bachelors
**COMMERCIAL JOB TITLE: TRAINING SPECIALIST III**

**Minimum/General Experience:** 5 Years

Functional Responsibility: Participates in, and conducts training programs. Tracks training requirements within their designated area of responsibility. Involved in initial plan design and existing plan enhancements. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected.

Minimum Education: Bachelors

**COMMERCIAL JOB TITLE: TRAINING SPECIALIST IV**

**Minimum/General Experience:** 7 Years

Functional Responsibility: Designs and conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. Involved in initial plan design and existing plan enhancements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.

Minimum Education: Bachelor

**COMMERCIAL JOB TITLE: TRAINING SPECIALIST V**

**Minimum/General Experience:** 9 Years

Functional Responsibility: Designs and conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. Involved in initial plan design and existing plan enhancements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Develops and oversees work of more junior trainers. A wide degree of creativity and latitude is expected. Typically reports to a senior manager.

Minimum Education: Bachelor

**COMMERCIAL JOB TITLE: VP ENTERPRISE APPS - SUBJECT MATTER EXPERT**

**Minimum/General Experience:** 3 Years

Functional Responsibility: Responsibilities include directing and overseeing the management of teams responsible for the design, deployment, operations and enhancement of the enterprise applications in support of the business. Enterprise applications may include SAP Portal and HCM, financial systems, and other applications used within the enterprise. Responsibilities also include directing and overseeing any software development, testing, and deployment/integration related activities associated with the internal environment as well as any programs/contracts that fall within the scope of the ETSS organization. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.

Minimum Education: Bachelor