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: GSAAdvantage.gov.

Schedule for - Multiple Award Schedule (MAS)
Federal Supply Group: MAS
Contract Number: 47QTCA19D006G

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov

Contract Period: February 25, 2019 through February 24, 2024

CONTRACTOR:
Technical and Engineering Support Alliance, LLC Doing Business As: TESA
15850 Crabbs Branch Way Ste. 380
Rockville, MD 20855-2816 http://www.techglobalinc.com Phone: 301-755-9914
Fax: 301-741-4020

CONTRACTOR’S ADMINISTRATION SOURCE:
Richard Goodden richard.goodden@tesajv.com

BUSINESS SIZE:

Pricelist current through Modification # A812 dated February 24, 2020.
CUSTOMER INFORMATION:

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

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

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

2. Maximum Order: $500,000.00
3. Minimum Order: $100.00
4. Geographic Coverage (delivery Area): Domestic only
5. Point(s) of production (city, county, and state or foreign country): Same as company address
7. Quantity discounts: None
8. Prompt payment terms: Net 30 days. "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."
9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes
9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Will accept
10. Foreign items (list items by country of origin): None
11a. Time of Delivery (Contractor insert number of days): Specified on the Task Order
11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its
contract and advise agencies that they can also contact the Contractor’s representative to effect a faster
delivery: **Contact Contractor**

12. F.O.B Points(s): **Destination**

13a. Ordering Address(es): **Same as Contractor**

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase
Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

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

15. Warranty provision.: **Contractor’s standard commercial warranty.**

16. Export Packing Charges (if applicable): **N/A**

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

18. Terms and conditions of rental, maintenance, and repair (if applicable): **N/A**

19. Terms and conditions of installation (if applicable): **N/A**

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if
applicable): **N/A**

20a. Terms and conditions for any other services (if applicable): **N/A**

21. List of service and distribution points (if applicable): **N/A**

22. List of participating dealers (if applicable): **N/A**

23. Preventive maintenance (if applicable): **N/A**

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced
pollutants). **N/A**

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information
Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or
other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).

25. Data Universal Numbering System (DUNS) number: **079849749**

26. Notification regarding registration in System for Award Management (SAM) database. **Registered**
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*Offeror has read and acknowledges the requirements pertaining to the Service Contract Labor Standards (SCLS) pursuant to clauses 52.222-41, 52.222-42, 52.222-43, and 52.222-49, but is not offering any labor categories/services that are covered by the Department of Labor Directory of Service Occupations. The offeror understands its obligations to compensate its employees in accordance with the prevailing wage determination for any work performed by any of its employees under a resultant contract or task order placed against the contract for services covered by the Service Contract Act.*
LABOR CATEGORY TITLE: BUSINESS ANALYST I

Minimum/General Experience: Two (2) years of experience

Functional Responsibility: Assists to review, analyze, and evaluate business systems and user needs. Assists in formulating IT processes, IT system workflows, computer systems, etc. to parallel overall business strategies. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management related discipline (or equivalent).

LABOR CATEGORY TITLE: BUSINESS ANALYST II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Reviews, analyzes, and evaluates business systems and user needs. Assists in formulating IT processes, IT system workflows, computer systems, etc. 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. Works under general supervision; typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S) or Bachelor of Arts (B.A.) Degree in computer systems management related discipline (or equivalent).

LABOR CATEGORY TITLE: BUSINESS ANALYST III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibilities: Reviews, analyzes, and evaluates business systems and user needs. Formulates IT processes, IT system workflows, computer systems, etc. to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Assists with developing the business cases associated with developing IT systems. Familiar with relational database concepts, and client-server concepts. Relies on experience and judgment to plan and accomplish goals.

Minimum Education: Bachelor of Science (B.S) or Bachelor of Arts (B.A.) Degree in computer systems management related discipline (or equivalent).
LABOR CATEGORY TITLE: BUSINESS ANALYST IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibilities: Reviews, analyzes, and evaluates business systems and user needs. Formulates IT processes, IT system workflows, computer systems, etc. to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Writes business cases associated with developing IT systems and may present findings to high-level managers/executives/stakeholders. Familiar with related computer software/programs used to perform job functions. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others.

Minimum Education: Bachelor of Science (B.S) or Bachelor of Arts (B.A.) Degree in computer systems management related discipline (or equivalent).

LABOR CATEGORY TITLE: BUSINESS ANALYST V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibilities: Reviews, analyzes, and evaluates business systems and user needs. Formulates IT processes, IT system workflows, computer systems, etc. to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Writes business cases associated with developing IT systems and is responsible for present findings to high-level managers/executives/stakeholders. Familiar with related computer software/programs used to perform job functions. Relies on experience and judgment to plan and accomplish goals. Very likely will lead and direct the work of others.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management related discipline (or equivalent).

LABOR CATEGORY TITLE: IT PROGRAM MANAGER I

Minimum/General Experience: Eight (8) years of experience and four (4) of which must be in a supervisory role.

Functional Responsibilities: This individual will work under very broad supervision in providing management and technical direction to program personnel on IT services task orders such as service desk, software engineering and systems engineering. Will regularly exercise independent judgment, as well as a high-level of analytical skill in solving complex technical, administrative and managerial problems. Will be responsible for all aspects of program performance. The individual will: (1) Be responsible for all aspects of program performance (i.e., technical, contractual, administrative, financial); (2) Manage all aspects of program activity; (3) Provide technical and financial reports in order to show progress to Corporate management and customers; (4) Maintain customer contacts to ensure conformity to all contractual obligations; (5) Assume the initiative and provide support to Corporate management in identifying future requirements; (6) Develop, maintain, and implement a Program Management Plan that guides the performance of all functional activities performed on the Program.
LABOR CATEGORY TITLE: IT PROGRAM MANAGER II

Minimum/General Experience: Ten (10) years of experience and five (5) of which must be in a supervisory role.

Functional Responsibilities: This individual will work under very broad supervision in providing management and technical direction to program personnel on IT services task orders such as service desk, software engineering and systems engineering. Will regularly exercise independent judgment, as well as a high-level of analytical skill in solving complex technical, administrative and managerial problems. Will be responsible for all aspects of program performance. The individual will: (1) Be responsible for all aspects of program performance (i.e., technical, contractual, administrative, financial); (2) Manage all aspects of program activity; (3) Provide technical and financial reports in order to show progress to Corporate management and customers; (4) Maintain customer contacts to ensure conformity to all contractual obligations; (5) Assume the initiative and provide support to Corporate management in identifying future requirements; (6) Develop, maintain, and implement a Program Management Plan that guides the performance of all functional activities performed on the Program.

LABOR CATEGORY TITLE: IT PROGRAM MANAGER III

Minimum/General Experience: Twelve (12) years of related experience and seven (7) of which must be in a supervisory role.

Functional Responsibilities: This individual will work under very broad supervision in providing management and technical direction to program personnel on IT services task orders such as service desk, software engineering and systems engineering. Will regularly exercise independent judgment, as well as a high-level of analytical skill in solving complex technical, administrative and managerial problems. Will be responsible for all aspects of program performance. The individual will: (1) Be responsible for all aspects of program performance (i.e., technical, contractual, administrative, financial); (2) Manage all aspects of program activity; (3) Provide technical and financial reports in order to show progress to Corporate management and customers; (4) Maintain customer contacts to ensure conformity to all contractual obligations; (5) Assume the initiative and provide support to Corporate management in identifying future requirements; (6) Develop, maintain, and implement a Program Management Plan that guides the performance of all functional activities performed on the Program.

LABOR CATEGORY TITLE: IT PROJECT MANAGER I

Minimum/General Experience: Four (4) years of related experience.
Functional Responsibilities: Under general supervision, is responsible for assisting with all aspects of field and/or task-level project performance (i.e., technical, contractual, administrative, financial). Supervises personnel involved in all aspects of technical project activity (i.e., IT administration, software engineering, systems engineering, etc.), organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and maintains customer contacts to ensure conformity to all contractual obligations. Exercises independent judgment, as well as a high level of analytical skill, in solving non-routine technical, administrative, and managerial problems.

Minimum Education: Bachelor of Science (B.S) Degree in computer science, other related discipline (or equivalent).

**LABOR CATEGORY TITLE: IT PROJECT MANAGER II**

Minimum/General Experience: Six (6) years of related experience and two (2) of which must be in a supervisory role.

Functional Responsibilities: Under general supervision, is responsible for all aspects of field and/or task-level project performance (i.e., technical, contractual, administrative, financial). Supervises personnel involved in all aspects of project technical activity (i.e., IT administration, software engineering, systems engineering, etc.), organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and maintains customer contacts to ensure conformity to all contractual obligations. Exercises independent judgment, as well as a high-level of analytical skill, in solving non-routine technical, administrative, and managerial problems.

Minimum Education: Bachelor of Science (B.S.) Degree in computer science, other related discipline (or equivalent).

**LABOR CATEGORY TITLE: IT PROJECT MANAGER III**

Minimum/General Experience: Eight (8) years of related experience and four (4) of which must be in a supervisory role.

Functional Responsibilities: Is responsible for all aspects of field and/or task-level project performance (i.e., technical, contractual, administrative, financial). May work on multiple projects simultaneously. Supervises personnel involved in all aspects of technical project activity (i.e., IT administration, software engineering, systems engineering, etc.), organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and maintains customer contacts to ensure conformity to all contractual obligations. Exercises independent judgment, as well as a high-level of analytical skill, in solving non-routine technical, administrative, and managerial problems.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, other related discipline (or equivalent).

**LABOR CATEGORY TITLE: IT PROJECT MANAGER IV**
Minimum/General Experience: Ten (10) years of related experience and four (4) of which must be in a supervisory role.

Functional Responsibilities: Is responsible for all aspects of field and/or task-level project performance (i.e., technical, contractual, administrative, financial). Will probably work on multiple projects simultaneously. Supervises personnel involved in all aspects of technical project activity (i.e., IT administration, software engineering, systems engineering, etc.), organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and maintains customer contacts to ensure conformity to all contractual obligations. Exercises independent judgment, as well as a high-level of analytical skill, in solving non-routine technical, administrative, and managerial problems.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, other related discipline (or equivalent).

LABOR CATEGORY TITLE: IT PROJECT MANAGER V

Minimum/General Experience: Twelve (12) years of related experience and four (4) of which must be in a supervisory role.

Functional Responsibility: Is responsible for all aspects of field and/or task-level project performance (i.e., technical, contractual, administrative, financial). Will work on multiple projects simultaneously. Supervises personnel involved in all aspects of technical project activity (i.e., IT administration, software engineering, systems engineering, etc.), organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and maintains customer contacts to ensure conformity to all contractual obligations. Exercises independent judgment, as well as a high-level of analytical skill, in solving non-routine technical, administrative, and managerial problems.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, other related discipline (or equivalent).

LABOR CATEGORY TITLE: QUALITY ASSURANCE SPECIALIST I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Responsible for assisting with quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Has knowledge of commonly-used concepts, practices, and procedures, such as software testing, IT system audits, CMMI, ISO, etc. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management, area of specialty (or equivalent).
LABOR CATEGORY TITLE: QUALITY ASSURANCE SPECIALIST II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Responsible for assisting with all activities involving quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Has knowledge of commonly-used concepts, practices, and procedures, such as software testing, IT system audits, CMMI, ISO, etc. Relies on experience and judgment to plan and accomplish goals. Works under general supervision. Relies on instructions and pre-established guidelines to perform the functions of the job. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management, area of specialty (or equivalent).

LABOR CATEGORY TITLE: QUALITY ASSURANCE SPECIALIST III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Responsible for quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field's concepts, practices, and procedures, such as software testing, IT system audits, CMMI, ISO, etc. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks rather than a single assignment. May lead and direct the work of others and is able to work independently. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management, area of specialty (or equivalent).

LABOR CATEGORY TITLE: QUALITY ASSURANCE SPECIALIST IV

Minimum/General Responsibility: Eight (8) years of experience.

Functional Responsibility: Responsible for quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field's concepts, practices, and procedures, such as software testing, IT system audits, CMMI, ISO, etc. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks rather than a single assignment. May lead and direct the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree computer systems management, area of specialty (or equivalent).
LABOR CATEGORY TITLE: QUALITY ASSURANCE SPECIALIST V

Minimum/General Responsibility: Ten (10) years of experience.

Functional Responsibility: Responsible for all aspects of quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the fields concepts, practices, and procedures, such as software testing, IT system audits, CMMI, ISO, etc. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks rather than a single assignment. Will very likely lead and direct the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management, area of specialty (or equivalent).

LABOR CATEGORY TITLE: MEDIA SPECIALIST I

Minimum/General Responsibility: Two (2) years of experience in the field or in a related area.

Functional Responsibility: Assists with the design, editing, implementation, and/or maintenance of one or more technical media tools such as web and film. Works with single or multiple forms of media to help develop a pleasant user experience while imparting precise and accurate information. Works under immediate supervision. May rely on instructions and/or pre-established guidelines or structures to perform the functions of the job.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a web design, related discipline (or equivalent).

LABOR CATEGORY TITLE: MEDIA SPECIALIST II

Minimum/General Responsibility: Four (4) years of experience.

Functional Responsibility: Assists with the design, editing, implementation, and/or maintenance of one or more technical media tools such as web and film. Will likely use some programming skills to accomplish assigned tasks. Works with single or multiple forms of media to help develop a pleasant user experience while imparting precise and accurate information. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in web design, related discipline (or equivalent).

LABOR CATEGORY TITLE: MEDIA SPECIALIST III
Minimum/General Responsibility: Six (6) years of experience.

Functional Responsibility: Designs, edits, implements, and/or maintains one or more technical media tools such as web and film. Will use some programming skills to accomplish assigned tasks. Works with single or multiple forms of media to develop a pleasant user experience while imparting precise and accurate information. May work independently. Relies on experience and judgment to plan and accomplish goals. Works under general supervision. May direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in web design, related discipline (or equivalent).

LABOR CATEGORY TITLE: MEDIA SPECIALIST IV

Minimum/General Responsibility: Eight (8) years of experience.

Functional Responsibility: Designs, edits, implements, and/or maintains one or more technical media tools such as web and film. Will use programming skills to accomplish assigned tasks. Works with single or multiple forms of media to develop a pleasant user experience while imparting precise and accurate information. Relies on experience and judgment to plan and accomplish goals. Works under general supervision. May direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in web design, related discipline (or equivalent).

LABOR CATEGORY TITLE: MEDIA SPECIALIST V

Minimum/General Responsibility: Ten (10) years of experience.

Functional Responsibility: Designs, plans, edits, implements, and/or maintains one or more technical media tools such as web or film. May perform extensive programming in order to accomplish goals. Works with single or multiple forms of media to plan and develop a pleasant user experience while imparting precise and accurate information. Relies on experience and judgment to plan and accomplish goals. Will very likely direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in web design/development, related discipline (or equivalent).

LABOR CATEGORY TITLE: TECHNICAL WRITER I

Minimum/General Responsibility: Two (2) years of experience.
Functional Responsibility: Writes a variety of articles, reports, and/or manuals for documentation for a wide range of technical uses such as software documentation/manuals, IT security assessment reports, etc. May assist with subject matter research, document formatting and/or editing. Has knowledge of commonly-used concepts, practices, and procedures, such as structural writing formats (i.e., MLA). Works under immediate supervision to complete assigned tasks.

Functional Responsibility: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in technical writing, related discipline (or equivalent).

LABOR CATEGORY TITLE: TECHNICAL WRITER II

Minimum/General Responsibility: Four (4) years of experience.

Functional Responsibility: Researches subject matter and writes a variety of articles, reports, and/or manuals for documentation for a wide range of technical uses such as software documentation/manuals, IT security assessment reports, etc. May performs document formatting and/or editing. Familiar with standard concepts, practices, and procedures, such as structural writing formats (i.e., MLA). Works under general supervision.

Minimum Education Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in technical writing, related discipline (or equivalent).

LABOR CATEGORY TITLE: TECHNICAL WRITER III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Researches subject matter and writes a variety of articles, reports, and/or manuals for documentation for a wide range of technical uses such as software documentation/manuals, IT security assessment reports, etc. May be responsible for document formatting and/or editing. Familiar with standard concepts, practices, and procedures, such as structural writing formats (i.e., MLA). May work independently. Works under general supervision. May direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in technical writing, related discipline (or equivalent).

LABOR CATEGORY TITLE: TECHNICAL WRITER IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Researches subject matter and writes and edits material for reports, manuals, proposals, instructional material, catalogs, technical and outreach publications, and software and hardware documentations, IT security assessment reports, etc. Tasks may also include obtaining technical data from independent observation, reviews with staff members, and/or studies of published materials and existing
documentation. Coordinate document formatting efforts in preparing reports, articles, and publications. Obtain background information on technologies, methods, and standards. Revise/edit text and recommend changes in scope, format, and content to ensure conformance with established standards. Works under general supervision. May direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in technical writing, related discipline (or equivalent).

LABOR CATEGORY TITLE: TECHNICAL WRITER V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Researches subject matter and writes and edits material for reports, manuals, proposals, instructional material, catalogs, technical and outreach publications, and software and hardware documentations, IT security assessment reports, etc. Tasks may also include obtaining technical data from independent observation, reviews with staff members, and/or studies of published materials and existing documentation. Responsible for coordinating or performing document formatting efforts in preparing reports, articles, and publications. Obtain background information on technologies, methods, and standards. Revise/edit text and recommend changes in scope, format, and content to ensure conformance with established standards. Works under general supervision. Will very likely direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in technical writing, related discipline (or equivalent).

LABOR CATEGORY TITLE: IT SUBJECT MATTER EXPERT

Minimum/General Experience: Fifteen (15) years of experience.

Functional Responsibility: Establishes the overall objectives and initiatives of an IT department, program, and/or project. Develops ideas for new products or product/system enhancements and oversees the creation and improvement of products and/or systems. Provides IT expertise to other departments where needed. Demonstrates expertise in a variety of the field's concepts, practices, and procedures, such as IT systems, data management, software engineering, etc. Relies on extensive experience and judgment to plan and accomplish goals. Leads and directs the work of others. A wide degree of creativity and latitude is expected to accomplish goals and communicate ideas. Typically reports to CEO or top management.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related specialty discipline (or equivalent).
LABOR CATEGORY TITLE: SOFTWARE ENGINEER I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Assists in design and coding of software product components, units, and modules according to detailed specifications. Participates in analysis and development of test plans. Tests assigned components and units. Provides test results and recommends corrections to senior developers. Requires practical knowledge of one or more platforms and operating systems, and of programming languages. Typically requires knowledge of one or more systems architectures. Has knowledge of commonly-used concepts, practices, and procedures, such as SDLC, agile methodology, frameworks, etc. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: SOFTWARE ENGINEER II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Assist in the design and coding of software products. Prepares comprehensive test plans. Conducts tests. Identifies and debugs relatively simple problems. Provides test results and recommends more complex corrections to senior developers. Codes enhancements and supports features. Participates in writing product and user documentation. Requires extensive knowledge of one or more platforms and operating systems, and of programming languages. Typically requires knowledge of one or more systems architectures. Familiar with standard concepts, practices, and procedures, such as SDLC, agile methodology, frameworks, etc. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: SOFTWARE ENGINEER III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Participated in large system and subsystem planning. Adheres to product build and release schedules and strategies. May assist to develop technical designs and specifications for software products. May assist with research and design integration strategies, product specifications, developing schedules, and converting user expectations into product capabilities. Acts as a technical resource for lower-level developers. Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages. Typically requires knowledge of one or more systems architectures. Familiar with a variety of the field's concepts, practices, and procedures, such as SDLC, agile methodology, frameworks, etc. Relies on experience and
judgment to plan and accomplish goals. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: SOFTWARE ENGINEER IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Develops technical designs and specifications for software products. Researches and integrates design strategies, product specifications, development schedules, and user expectations into product capabilities. Uses software development technologies and tools to build, test, and maintain product modules, components, and subsystems. Provides technical leadership to lower-level developers and may lead task-level projects. May require interaction with customers, vendors and external development partners. Familiar with a variety of the field's concepts, practices, and procedures, such as SDLC, agile methodology, frameworks, etc. Relies on experience and judgment to plan and accomplish goals... Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: SOFTWARE ENGINEER V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Oversees technical design, development, and implementation of large projects and/or major software products and systems. Assists in defining architecture requirements and establishing standards for design and development. Consults with management and customers regarding product feasibility and viability of product plans and designs. Factors emerging technologies and product supportability into design and implementation. Serves as primary technical resource to development team. May act as team leader in prioritizing group tasks, determining individual assignments, and reviewing work of lower-level developers. Provides product demonstrations at user group meetings. Interacts with customers regarding strategies, requirements, problem solving, and support. Will likely lead and direct the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE ADMINISTRATOR I

Minimum/General Experience: Two (2) years of experience.
Functional Responsibility: Assists with planning and coordinated administration of one or more large, centralized databases. Reviews database design and integration of host systems and makes recommendations for enhancements and improvements. Ensures accurate, appropriated, and effective use of data, including database structure, documentation, and operational guidelines. Performs audits to ensure accuracy and proper use of data in tables, applications, and supporting dictionaries.

Has knowledge of commonly-used concepts, practices, and procedures such as database structures, configuration, security, etc. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE ADMINISTRATOR II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Assists with planning and coordinated administration of one or more large, centralized databases. Reviews database design and integration of host systems and makes recommendations for enhancements and improvements. Ensures accurate, appropriated, and effective use of data. Performs audits to ensure accuracy and proper use of data. Matches user requirements with system capabilities. Develops and formulates standards, procedures, and conventions for database use. Works with technical/programming staff to ensure database security. Determines file organization, indexing methods, and security procedures for specific user applications. Familiar with standard concepts, practices, and procedures, such as database structures, configuration, security, etc. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE ADMINISTRATOR III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Develops and formulates standards, procedures, and conventions for database use. Works with technical/programming staff to ensure database security. Familiar with a variety of the field's concepts, practices, and procedures, such as database structures, configuration, security, etc. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).
LABOR CATEGORY TITLE: DATABASE ADMINISTRATOR IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Develops and formulates standards, procedures, and conventions for database use. Works with technical/programming staff to ensure database security. Familiar with a variety of the field's concepts, practices, and procedures, such as database structures, configuration, security, etc. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE ADMINISTRATOR V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Develops and formulates standards, procedures, and conventions for database use. Works with technical/programming staff to ensure database security. Familiar with a variety of the field's concepts, practices, and procedures, such as database structures, configuration, security, etc. Relies on experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is expected. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE SPECIALIST I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Assists to design and build relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Has knowledge of commonly-used concepts, practices, and procedures, such as stored procedures, performance tuning, security, etc. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.
Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

**LABOR CATEGORY TITLE: DATABASE SPECIALIST II**

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Assists to design and build relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Familiar with standard concepts, practices, and procedures, such as stored procedures, performance tuning, security, etc. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

**LABOR CATEGORY TITLE: DATABASE SPECIALIST III**

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Familiar with a variety of the field's concepts, practices, and procedures, such as stored procedures, performance tuning, security, etc. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to a project leader or manager. Able to work independently.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area in computer science, related discipline (or equivalent).

**LABOR CATEGORY TITLE: DATABASE SPECIALIST IV**

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Familiar with a variety of the field's concepts, practices, and procedures, such as stored procedures, performance tuning, security, etc. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.
Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE SPECIALIST V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Familiar with a variety of the field's concepts, practices, and procedures, such as stored procedures, performance tuning, security, etc. Relies on experience and judgment to plan and accomplish goals. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE ARCHITECT ENGINEER

Minimum/General Experience: Fifteen (15) years of experience.

Functional Responsibility: Responsible for designing architecture for an organization on an enterprise level. Defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization. Demonstrates expertise in a variety of the field's concepts, practices, and procedures, such as enterprise system architecture, warehousing, ETL, etc. Recognized as technical leader and resource. Relies on experience and judgment to plan and accomplish goals. Works under general supervision. Will very likely direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent). May require an advanced degree.

LABOR CATEGORY TITLE: HELP DESK SPECIALIST I

Minimum/General Experience: Two (2) years of experience.

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. Has knowledge of commonly-used concepts, practices, and procedures, such as trouble ticket systems, troubleshooting, active
directory, etc. Relies on instructions and pre-established guidelines (SOPs) to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor.

Minimum Education: AA degree (or equivalent).

LABOR CATEGORY TITLE: HELP DESK SPECIALIST II

Minimum/General Experience: Four (4) years of experience.

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. Familiar with standard concepts, practices, and procedures, such as trouble ticket systems, troubleshooting, active directory, etc. Follows SOPs, but relies on experience and judgment to resolve technical issues before escalating trouble tickets. May lead and direct the work of others. Typically reports to a project leader or manager. Able to work independently.

Minimum Education: AA degree (or equivalent).

LABOR CATEGORY TITLE: HELP DESK SPECIALIST III

Minimum/General Experience: Six (6) years of experience.

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. Familiar with a variety of the field's concepts, practices, and procedures, such as trouble ticket systems, troubleshooting, active directory, etc. Follows SOPs, but relies on experience and judgment to resolve technical issues before escalating trouble tickets. May lead and direct the work of others. Typically reports to a project leader or manager. Able to work independently.

Minimum Education: AA degree in a related area (or equivalent).

LABOR CATEGORY TITLE: HELP DESK SPECIALIST IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Helps supervise 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. A level I supervisor is considered a working supervisor with little authority for personnel actions. Familiar with a variety of the field's concepts, practices, and procedures, such as trouble ticket systems, troubleshooting, active directory, etc. Follows SOPs, but relies on extensive experience and judgment to resolve technical
issues before escalating trouble tickets. May lead and direct the work of others. Typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: HELP DESK SPECIALIST V

Minimum/General Experience: Ten (10) years of experience.

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. A level II supervisor has authority for personnel actions and oversees most day-to-day operations of group. Familiar with a variety of the field's concepts, practices, and procedures, such as trouble ticket systems, troubleshooting, active directory, etc. Relies on extensive experience and judgment to resolve escalated trouble tickets. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: IT SECURITY SPECIALIST I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Assists in the maintenance of systems to protect data and systems from unauthorized users. Identifies, reports, and resolves security violations. Has knowledge of commonly-used concepts, practices, and procedures, such as firewalls, vulnerability assessments, and NIST requirements. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: IT SECURITY SPECIALIST II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Assists in the maintenance of systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Familiar with standard concepts, practices, and procedures, such as firewalls, vulnerability assessments, NIST requirements. Relies on instructions and pre-established guidelines, but also uses experience and judgment to plan and accomplish goals. Works under general supervision.
Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: IT SECURITY SPECIALIST III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Analyzes information security systems and applications and recommends and develops security measures to protect information against unauthorized modification or loss. Familiar with a variety of the field's concepts, practices, and procedures, such as firewalls, vulnerability assessments, NIST requirements. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to a project leader or manager, but is able to work independently.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: IT SECURITY SPECIALIST IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Responsible for developing and managing Information Systems security, including disaster recovery, database protection and software development. Analyzes information security systems and applications and recommends and develops security measures to protect information against unauthorized modification or loss. Familiar with a variety of the field's concepts, practices, and procedures, such as firewalls, vulnerability assessments, NIST requirements. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: IT SECURITY SPECIALIST V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Ensures that all system platforms are functional and secure. Works with upper management to determine acceptable level of risk for enterprise computing platforms. Familiar with a variety of the field's concepts, practices, and procedures, such as firewalls, vulnerability assessments, NIST requirements. Relies on experience and judgment to plan and accomplish goals. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department.
Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent) plus 10 years of experience in related field.

LABOR CATEGORY TITLE: NETWORK ENGINEER I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Provides technical support in the installation and maintenance of employer's or customer's Local Area Network (LAN). Assists in the evaluation of hardware and software, including peripheral, output, and telecommunications equipment. Installs network hardware and software, including network operating systems. Monitors data communications to ensure that network is available to all users. Troubleshoots and resolves routine problems. Generally responsible for maintaining a simple network of 25 or fewer nodes, or for a section of a larger network. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in related field (or equivalent).

LABOR CATEGORY TITLE: NETWORK ENGINEER II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Install, maintains, and coordinates the use of employer's or customer's Local Area or Wide Area Network (LANWAN). Evaluates hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network software, and manages network performance. Troubleshoots and resolves complex problems. Implements and coordinated network policies, procedures, and standards. Trains users. Generally responsible for maintaining moderately complex networks of 25 to 100 nodes. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent). May require certification as a network engineer.

LABOR CATEGORY TITLE: NETWORK ENGINEER III

Minimum/General Experience: Six (6) years of experience.

lead and direct the work of others. Typically reports to a project leader or manager. Able to work independently.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent). Typically requires certification as a network engineer and may require extensive expertise across hardware and systems supplies by multiple vendors.

LABOR CATEGORY TITLE: NETWORK ENGINEER IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Installs and maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications. Maintains fault-tolerant systems and manages systems backups. Relies on experience and judgment to plan and accomplish goals. Simultaneously performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent). Typically requires certification as a network engineer and may require extensive expertise across hardware and systems supplies by multiple vendors.

LABOR CATEGORY TITLE: NETWORK ENGINEER V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Installs and maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications. Maintains fault-tolerant systems and manages systems backups. Relies on experience and judgment to plan and accomplish goals. Simultaneously performs a variety of complicated tasks. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent). Typically requires certification as a network engineer and may require extensive expertise across hardware and systems supplies by multiple vendors.

LABOR CATEGORY TITLE: SOFTWARE DEVELOPER I
Minimum/General Requirements: Two (2) years of experience.

Functional Responsibility: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

**LABOR CATEGORY TITLE: SOFTWARE DEVELOPER II**

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures. Familiar with relational databases and client-server concepts. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision; typically reports to a project leader or manager. Requires proficiency in programming languages.

Minimum Education: BS/BA degree in a related area (or equivalent).

**LABOR CATEGORY TITLE: SOFTWARE DEVELOPER III**

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures. Must have a working knowledge of relational databases and client-server concepts. Able to work independently. Requires proficiency in programming languages. May lead and direct others.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

**LABOR CATEGORY TITLE: SOFTWARE DEVELOPER IV**
Minimum/General Experience: Eight (8) years of related experience.

Functional Responsibility: Works with users to identify current operating procedures and clarify program objectives. Outlines steps required for program development, including diagrams and charts. Writes program documentation and operations guidelines. Provides technical guidance to lower-level analyst/programmers. Requires comprehensive knowledge of programming techniques, networked and centralized operating systems, and the capabilities of enterprise database products and development suites. May team with external consultants in the development of unique applications that meet employer's requirements. Requires detailed and comprehensive knowledge of employer's applications and systems. Requires proficiency in programming languages. May lead and direct others.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: SOFTWARE DEVELOPER V

Minimum/General Experience: Ten (10) years’ experience.

Functional Responsibility: Leads lower-level analyst/programmers and other technical staff on a large, complex internal development project or serves as lead analyst/programmer on numerous smaller projects and systems. Typically a senior internal technical consultant who directs program development in complex applications and systems where existing architectures and techniques provide little guidance. Consults with user management and technical staff as necessary to clarify program intent, identify problems, suggest changes, and determine required coding. Assigns, coordinates and reviews work of lower-level analyst/programmers in advanced techniques. Prescribes standard to simplify interpretation of programs and documentations. Supervises preparation of records and reports. Requires detailed and comprehensive knowledge of employer's applications and systems. Requires proficiency in programming languages.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: SYSTEMS ADMINISTRATOR I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Maintains data files and control procedures for a simple system of networked personal computers or for a group of desktop computers linked to a host server. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Back up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management request for information. Requires extensive knowledge of an operating system suite such as Microsoft Office, Apple OS or Linux and similar suites of business applications. May be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).
LABOR CATEGORY TITLE: SYSTEMS ADMINISTRATOR II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Maintains data files and control procedures for a simple system of networked personal computers or for a group of desktop computers linked to a host server. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Back up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management request for information. Require extensive knowledge of an operating system suite such as Microsoft Office, Apple OS or Linux and similar suites of business applications. May be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: SYSTEMS ADMINISTRATOR III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Installs new software releases, 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. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision; typically reports to a project leader or manager. May work independently. May lead or direct others.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE SYSTEMS ADMINISTRATOR IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Installs new software releases, 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. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision; typically reports to a project leader or manager. May lead or direct others. Works with a wide range of stakeholders and system owners to coordinate operating system patches and updates without impacting operations.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).
LABOR CATEGORY TITLE: SYSTEMS ADMINISTRATOR V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Installs new software releases, 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. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision; typically reports to a project leader or manager. Will likely will lead or direct others. Develops rules of engagement and coordinates interaction with stakeholders such as system owners.

Minimum Education: BS/BA degree in a related area (or equivalent).

LABOR CATEGORY TITLE: SYSTEMS ENGINEER I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Assists more senior engineers with development, design, and analysis of work that may include logic design, circuit design, instrumentation design, firmware development, model formulation, manufacturing and development cost projections, computer architecture analysis and design, network structure design, and analog or binary systems engineering. Projects may include fabrication, modification, and evaluation of components or circuitry for use in electronic equipment. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: SYSTEMS ENGINEER II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Performs standard engineering development, design, and analysis of work such as logic design, circuit design, I/O design, instrumentation design, firmware development, model formulation, cost projection, computer architecture analysis and design, network structure design, and systems engineering. Projects may include fabrication, modification, and evaluation of components or circuitry for use in electronic equipment. May be assigned to interact with client engineers, respond to technical questions and requests from customers, and implement systems at customer sites.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in related field (or equivalent).
LABOR CATEGORY TITLE: SYSTEMS ENGINEER III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Performs non-standard engineering analysis, development and design work that requires considerable engineering skill, creative ability, and independent judgment. May provide technical supervision to lower level engineers and technical staff. Relies on experience and judgment to plan and accomplish goals. Simultaneously plans and performs a variety of complicated tasks. Typically reports to a project leader or manager. May work independently.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: SYSTEMS ENGINEER IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Performs a full range of engineering tasks represented by the activities listed under less senior engineering positions. Work requires a high degree of creative ability and engineering and programming skills. May coordinate and lead the work of subordinate engineers on assigned projects. Relies on experience and judgment to plan and accomplish goals. Simultaneously plans and performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: SYSTEMS ENGINEER V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Performs engineering work in the research, development, analysis, and design of products and systems. Interacts at the highest levels with client engineers and customers. Work requires the highest degree of creative ability, engineering and programming skills, and independent judgment. Will likely coordinate and technically lead projects and subordinated engineers. Relies on experience and judgment to plan and accomplish goals. Simultaneously plans and performs a variety of complicated tasks. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE WEB DESIGNER/DEVELOPER I

Minimum/General Experience: Two (2) years of experience.
Functional Responsibility: Assists with website design and creation. Helps plan, design, develop, test, edit, maintain, and document look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Requires knowledge of programming techniques and computer internet systems. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: WEB DESIGNER/DEVELOPER II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Assists with website design and creation. Helps plan, design, develop, test, edit, maintain, and document look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Requires knowledge of programming techniques and computer internet systems. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: WEB DESIGNER/DEVELOPER III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Performs website design and creation. Plans, designs, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Requires knowledge of programming techniques and computer internet systems. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. May work independently. May lead or direct others.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: WEB DESIGNER/DEVELOPER IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Performs website design and creation. Plans, designs, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for
establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Requires knowledge of programming techniques and computer internet systems. Performs a variety of concurrent tasks. Works under general supervision; typically reports to a project leader or manager. May lead or direct others.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree a related area (or equivalent).

LABOR CATEGORY TITLE: WEB DESIGNER/DEVELOPER V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Controls all technical aspects of website, including performance issues, such as speed of access, and approving site content. May also have responsibilities for site design and creation. Plans, develops, tests, edits, maintains, documents and controls content, look, and flow of websites. Applies knowledge of programming techniques and computer internet systems. Relies on experience and judgment to plan and accomplish goals. Simultaneously plans and performs a variety of complicated tasks. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: GIS SPECIALIST I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis.

Provides maps and data sets to clients to supplement analysis. Able to perform simple GIS software programming. Works in conjunction with CADD drafters and technicians. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: GIS SPECIALIST II

Minimum/General Experience: Four (4) years of experience.
Functional Responsibility: Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Able to perform simple GIS software programming. Works in conjunction with CADD drafters and technicians. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Minimum Education: BS/BA degree (or equivalent).

LABOR CATEGORY TITLE: GIS SPECIALIST III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Able to perform advanced GIS software and extension programming. Works in conjunction with CADD drafters and technicians. Relies on experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision. May lead and direct others. Able to work independently. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: GIS SPECIALIST IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Able to perform advanced GIS software and extension programming. Works in conjunction with CADD drafters and technicians. Relies on experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision. May lead and direct others. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: GIS SPECIALIST V

Minimum/General Experience: Ten (10) years of experience.
Functional Responsibility: Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Able to perform advanced GIS software and extension programming. Works in conjunction with CADD drafters and technicians. Relies on experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision. Very likely will lead and direct others. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: SCIENTIFIC PROGRAMMER I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Converts scientific, engineering, and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, prepares flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer. Has knowledge of commonly-used concepts, practices, and procedures within a particular scientific field, such as atmospheric science, oceanography or fishery biology. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: SCIENTIFIC PROGRAMMER II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Converts scientific, engineering, and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, prepares flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer. Has knowledge of commonly-used concepts, practices, and procedures within a particular field, such as atmospheric science, oceanography or fishery biology. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: SCIENTIFIC PROGRAMMER III

Minimum Education/Experience: Six (6) years of experience.
Functional Responsibility: Converts scientific, engineering, and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, prepares flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer. Familiar with standard concepts, practices, and procedures within a particular field, such as atmospheric science, oceanography or fishery biology. Relies on experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision. May lead and direct others. Able to work independently. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

SCIENTIFIC PROGRAMMER IV

Minimum Education/Experience: Eight (8) years of experience.

Functional Responsibility: Converts scientific, engineering, and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, prepares flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer. Familiar with standard concepts, practices, and procedures within a particular field, such as atmospheric science, oceanography or fishery biology. Relies on experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision. May lead and direct others. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

SCIENTIFIC PROGRAMMER V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Converts scientific, engineering, and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, prepares flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer. Familiar with standard concepts, practices, and procedures within a particular field, such as atmospheric science, oceanography or fishery biology. Relies on experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision. Very likely will lead and direct others. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).
ADMINISTRATIVE SPECIALIST III

Minimum/General Experience: Four (4) years of experience.

Performs a variety of secretarial duties, such as typing correspondence, reports, and memos using a word processor, maintaining computer-based and paper files, answering and screening calls, and opening and distributing mail for a department or unit. Uses Microsoft Office automation software to include word processing, forms handling, spreadsheet, and graphics support to prepare technical reports, presentations, and publications. Uses content management system applications software to maintain internet and intranet websites. Advises and recommends policy and process efficiencies to Supervisors, as requested. Assists with planning, scheduling, and organizing program meetings and activities.

Minimum Education: High School Diploma (or equivalent).

OUTREACH & EDUCATION SPECIALIST II

Minimum/General Experience: Two (2) years of experience.

Creates and distributes educational materials and publications for the community and may be responsible for conducting staff training sessions. Promotes activities and services through various forms of media. Provides collection and sharing of information, coordinate professional development opportunities, manage products created by alumni, maintain on-line community tools (e.g. blogs), organize and coordinate events, evaluate alumni network operations and inform management of progress. Provides the design and implementation of one or more technical media tools such as film, web, audio, etc. to promote the organization and its services to the community and may be responsible for conducting staff training sessions. Plans exhibit concepts and designs and may perform fabrication and installation of components through various forms of media. Writes a variety of technical articles, reports, brochures and manuals for documentation for a wide range of uses. Responsible for coordinating graphics displays and production of necessary documentation. Submits content for organizations’ social media and web presence.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

OUTREACH & EDUCATION SPECIALIST III

Minimum/General Experience: Four (4) years of experience.
Creates and distributes educational materials and publications for the community and may be responsible for conducting staff training sessions. Promotes activities and services through various forms of media. Provides collection and sharing of information, coordinate professional development opportunities, manage products created by alumni, maintain on-line community tools (e.g. blogs), organize and coordinate events, evaluate alumni network operations and inform management of progress. Provides the design and implementation of one or more technical media tools such as film, web, audio, etc. to promote the organization and its services to the community and may be responsible for conducting staff training sessions. Plans exhibit concepts and designs and may perform fabrication and installation of components through various forms of media. Writes a variety of technical articles, reports, brochures and manuals for documentation for a wide range of uses. Responsible for coordinating graphics displays and production of necessary documentation. Submits content for organizations’ social media and web presence.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

OUTREACH & EDUCATION SPECIALIST IV
Minimum/General Experience: Six (6) years of experience.

Creates and distributes educational materials and publications for the community and may be responsible for conducting staff training sessions. Promotes activities and services through various forms of media. Provides collection and sharing of information, coordinate professional development opportunities, manage products created by alumni, maintain on-line community tools (e.g. blogs), organize and coordinate events, evaluate alumni network operations and inform management of progress. Provides the design and implementation of one or more technical media tools such as film, web, audio, etc. to promote the organization and its services to the community and may be responsible for conducting staff training sessions. Plans exhibit concepts and designs and may perform fabrication and installation of components through various forms of media. Writes a variety of technical articles, reports, brochures and manuals for documentation for a wide range of uses. Responsible for coordinating graphics displays and production of necessary documentation. Submits content for organizations’ social media and web presence.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).