Federal Supply Service

Authorized Federal Supply Schedule Price List

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

Multiple Award Schedule

FSC Group: Information Technology

Contract Number: 47QTCA20D0027

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract Period: November 19, 2019 – November 18, 2024

Goldbelt C6, LLC
860 Greenbrier Cir Ste 405
Chesapeake, VA 23320
757-550-2118
http://www.goldbeltc6.com/

Contract Administration Source:
Kathryn Ravelo
kathryn.ravelo@goldbelt.com

Business size: Small Business

Price list current as of Modification #PS-A812 Effective 02.06.2020

Prices Shown Herein are Net (discount deducted)
CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

<table>
<thead>
<tr>
<th>SINs</th>
<th>Recovery</th>
<th>SIN Title</th>
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</thead>
<tbody>
<tr>
<td>54151S</td>
<td>54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order-Level Materials (OLM’s)</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>SINs</th>
<th>Labor Category</th>
<th>GSA Price</th>
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<tbody>
<tr>
<td>54151S</td>
<td>Integrated Systems Technician</td>
<td>$39.62</td>
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</table>

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. Please refer to Goldbelt C6 attached labor category descriptions.

2. Maximum order: $500,000

3. Minimum order: $100

4. Geographic coverage (delivery area). Domestic

5. Point(s) of production (city, county, and State or foreign country):

   Goldbelt C6, LLC  
   860 Greenbrier Cir Ste 405  
   Chesapeake, VA 23320  
   757-550-2118

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

7. Quantity discounts. 1% for Task Orders > $250,000

8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. Net 30 days. Prompt Payment Terms cannot be negotiated outside of the contractual agreement in exchange for other concessions.
9. Foreign items (list items by country of origin). **Not Applicable**

10a. Time of delivery. (Contractor insert number of days.) **Contact Contractor**

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. **Contact Contractor**

10c. Overnight and 2-day delivery. **Contact Contractor**

10d. Urgent Requirements. **Contact Contractor**

11. F.O.B. point(s). **Origin**

12a. Ordering address(es):

   **Goldbelt C6, LLC**
   860 Greenbrier Cir Ste 405
   Chesapeake, VA 23320
   757-550-2118

12b. 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.

13. Payment address(es):

   **Goldbelt C6, LLC**
   860 Greenbrier Cir Ste 405
   Chesapeake, VA 23320
   757-550-2118

14. Warranty provision. **Not Applicable**

15. Export packing charges, if applicable. **Not Applicable**

16. Terms and conditions of rental, maintenance, and repair (if applicable). **Not Applicable**

17. Terms and conditions of installation (if applicable). **Not Applicable**

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **Not Applicable**

18b. Terms and conditions for any other services (if applicable). **Not Applicable**

19. List of service and distribution points (if applicable). **Not Applicable**

20. List of participating dealers (if applicable). **Not Applicable**
21. Preventive maintenance (if applicable). **Not Applicable**

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). **Not Applicable**

22b. 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/). **Not Applicable**

23. Data Universal Number System (DUNS) number. **079359370**

24. Notification regarding registration in System for Award Management (SAM) database. **Goldbelt C6, LLC is registered and active in SAM.**

**Service Contract Labor Standards Matrix:**

<table>
<thead>
<tr>
<th>SCLS Eligible Contract Labor Category/Fixed Price Service</th>
<th>SCLS Equivalent Code Title</th>
<th>WD Number</th>
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<tbody>
<tr>
<td>Drafter III</td>
<td>30061 Drafting/CADD Training</td>
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</tr>
<tr>
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<td>2015-4341</td>
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<td>30461 Technical Writer I</td>
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<td>Help Desk</td>
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<tr>
<td>Graphics Specialist</td>
<td>13061 Media Specialist</td>
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The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (***) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).
### RATES AND ESCALATION CHART

The rates listed below contain a 2% escalation per year including IFF.

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The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (***) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).
LABOR CATEGORY DESCRIPTIONS

Drafter III  
**Job Description:** Preferred experience includes the advanced and innovative usage of CAD software in generating detailed engineering drawings necessary to support engineering studies, information technology architecture documentation, network topology mapping and reports. Is responsible for contributing expertise in the field of electrical, mechanical, schematic development, mechanical cabling and printed circuit board design.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 1  

Comms Network Engineer  
**Job Description:** Provides telecommunication and network planning; engineering analysis; information technology local area and wide area network system development and implementation; development of testing and diagnostic software; development of information technology communication network software development tools; and telecommunications and network troubleshooting.  
**Minimum Education:** Baccalaureate Degree  
**Minimum Years of Experience:** 4 years  

Subject Matter Expert  
**Job Description:** Provides advanced technical information technology knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and training. Provides implementation advice on complex problems that require expert level knowledge of the subject matter for effective implementation. From an information technology systems standpoint, participates as needed in all phases of software and hardware development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific programs. Directs the composition of or composes and finalizes documentation.  
**Minimum Education:** Baccalaureate Degree  
**Minimum Years of Experience:** 8  

Systems Engineer  
**Job Description:** Provides management, coordination and monitoring in the field of information technology system engineering focusing on the design, integration, testing and implementation of Command and Control (C2) Systems throughout the system lifecycle. Must collaboratively work with team to determine technical direction and approach to system design to develop a C2 system that is scalable, flexible, reliable and aligns with provided requirements and project deliverables. Must be experienced in designing Command & Control (C2) system software based on requirements; and proficient in performing all tasks necessary to develop, integrate and manage C2 software from conception, through design and development, to maintenance, improvement and conversion. Candidate must have experience and proficiency in writing, editing and analyzing software programs and processes including performance, diagnosis and troubleshooting of problems programs. Must be able to design solutions to problematic programming, write, edit and debug computer software programs; document code consistently throughout the development process by listing a description of the program, special instructions, and any changes made in database tables on procedural, modular and database level; maintain client databases, configuration management tools, and develop reports.  
**Minimum Education:** Preferred Bachelor of Science Degree Desired in the field of Systems Engineering or Computer Science. In lieu of a degree at least ten consecutive years of experience in

**Minimum Years of Experience: 8**

**Senior Programmer**

**Job Description:** Must be experienced in designing Command & Control (C2) system software based on requirements; and proficient in performing all tasks necessary to develop, integrate and manage C2 software from conception, through design and development, to maintenance, improvement and conversion. Candidate must have experience and proficiency in writing, editing and analyzing programs and processes including performance, diagnosis and troubleshooting of problems programs. Must be able to design solutions to problematic programming, write, edit and debug computer programs; document code consistently throughout the development process by listing a description of the program, special instructions, and any changes made in database tables on procedural, modular and database level; maintain client databases, configuration management tools, and develop reports.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 7

**Integrated Systems Technician:**

**Job Description:** Supports installation, testing, verification, repair, diagnostic analysis, and calibration of various information technology systems, to include, but not limited to, the following:

- organizational, intermediate, and depot level troubleshooting and support of fielded information technology hardware and software systems
- training to government personnel and junior technicians
- read system drawings, blueprints, bills of materials, and technical manuals
- Report findings (oral, written, on-site, or other troubleshooting assistance) to government representatives
- Prepare, review, or manage technical documentation, instructions, procedures, and staging lists
- Interface and coordinate with government personnel, subcontractors, or other vendor personnel to arrange diagnostics, repairs, and order and manage parts
- Assist government personnel in conferences, meetings, or other problem-solving situations

**Minimum Education:** Baccalaureate Degree

**Minimum Years of Experience:** Minimum of 4 years’ experience in the field of C4IT/Systems Technical Engineering.

**Graphics Coordinator**

**Job Description:** Provides advanced and innovative usage of CAD software to generate detailed engineering drawings necessary to support information technology engineering studies and reports. Is responsible for contributing expertise in the field of electrical, mechanical, schematic development, mechanical cabling, information technology network architecture and circuit board design. Experience must include layouts illustrations, wiring diagrams and electrical, machine and sheet metal shop fabrication.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 2

**Vessel Traffic Services (VTS) Subject Matter Expert**

**Job Description:** Configure, optimize, and troubleshoot Furuno and TERMA radar equipment per CG specification; provide Tier 2 expertise on complex installations, participate in adaptive maintenance installations, participate in engineering and regression testing, developing test plans and providing corrective action and recommendations for system hardware/software performance improvement. Draft, review and edit assigned system documentation that includes cost and risk
analyses, site surveys, property inventory, technical drawings, implementation plans, test plans and hardware/software configuration settings.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 5 years’ experience loading, configuring, troubleshooting and maintaining Terma and Furuno radar systems and SSR Engineering products.

Applications Programmer
Job Description Describes or modifies procedures to solve complex information technology problems, considering computer hardware equipment capacity and limitations, operating time, and form of desired results. Designs software, codes, tests, debugs, and documents.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 1 year

Applications Systems Analyst/Programmer – Intermediate
Job Description Under general supervision, formulates and defines information technology system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which software programs will be written.
Designs, codes, tests, debugs, documents, and maintains those software programs. Competent to work on most phases of applications systems analysis and programming activities, but requires instruction and guidance in other phases.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 4

Applications Systems Analyst/Programmer – Senior
Job Description Under general direction, formulates and defines information technology system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment hardware capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which software programs will be written. Designs, codes, tests, debugs, and documents those software programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less-experienced analyst/programmers.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 6

Business Process Consultant
Job Description Responsible for most complex information technology systems process analysis, design, and simulation. Requires highest-level understanding of organization’s business information technology systems and industry requirements. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead information technology re-engineering team and act as project manager in some cases.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 3

Business Subject Matter Specialist
Job Description Provides technical knowledge and analysis of highly specialized software applications and information technology operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
Participants as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

**Business Systems Analyst – Intermediate**

**Job Description** Under general direction, formulates and defines information technology systems scope and objectives based on both user needs and a good understanding of applicable business information technology systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment hardware capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper information technology system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of information technology to the current and future business environment.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 4

**Business Systems Analyst – Senior**

**Job Description** Under general direction, formulates and defines information technology systems scope and objectives based on both user needs and a good understanding of applicable business information technology systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment hardware capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper information technology system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of information technology to the current and future business environment.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

**Business Systems Specialist**

**Job Description** Top-level technical contributor with expertise in particular business processes responsible for formulating information technology systems scope and objectives relative to the organization’s business plan and industry requirements. Acts independently or as a member of a project team responsible for providing technical guidance concerning the business implications of the application of various information technology systems. Provides technical consulting on complex projects. Devises and/or modifies procedures to solve the most complex technical problems related to computer equipment hardware capacity and limitations, operating time, and form of desired results. Creates detailed specifications from which software programs will be written. May have quality assurance responsibilities.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

**Chief Information Security Officer**

**Job Description** Projects long-range requirements for client/server database administration in conjunction with other managers in the information technology systems function as well as business function managers. Prepares activity and progress reports regarding the client/server database management section.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 7

**Client/Server Database Manager**

**Job Description** Top-level information technology technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the
design infrastructure necessary to support that strategy. Advises on selection of hardware and software technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5

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**Client/Server Network Architect**  
**Job Description** Top-level information technology technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of hardware and software technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5

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**Client/Server Support Analyst**  
**Job Description** Under general supervision, assists with personal computer operating systems software and communication system software. Designs, tests, and maintains personal computer systems. Responsible for analyzing and solving personal computer-related problems. Responsible for security, integrity, and reliability of personal computer systems. Tests and integrates new hardware, systems and modifications to existing equipment and systems. Performs research/investigations, analysis, design, testing, and installation of supported hardware and software. Schedules installation of new hardware and software and modifications to existing systems. Monitors performance of hardware and its capacity in all assigned locations. Recommends and implements enhancements to existing information technology hardware and systems.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5

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**Communications Analyst – Intermediate**  
**Job Description** Under general supervision, assists Senior Level Communications Analyst or Department Manager in the planning, design, and implementation of information technology communications networks. Responsible for providing assistance and technical support for network design activities. Assists in the review/assessment of user needs. May conduct feasibility studies for projects. May assist in the evaluation and selection of hardware and software equipment. Typically requires two to four years’ experience in telecommunications with particular emphasis in traffic engineering and network design. Frequently reports to Data/Voice Communications Management or Internal Communications Systems Consultant.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 2

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**Communications Analyst – Senior**  
**Job Description** Under general direction, assists in the planning, design, and implementation of information technology communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs. Conducts feasibility studies for large projects, develops requests for proposal, evaluates vendor products, and makes recommendations on hardware and software selection. May function as lead position providing guidance and training to less-experienced analysts. Typically requires at least five years of experience in telecommunications with strong emphasis in network design, traffic engineering, equipment vendors, and carriers. Frequently reports to a Data/Voice Communications Manager or Internal Communications Systems Consultant.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5
Communications Faculty Engineer

**Job Description**
Provides technical direction and engineering knowledge for information technology communications systems infrastructure activities, including planning, designing, and implementing communications infrastructure requirements for buildings and systems. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building information technology communications spaces and media pathways that meet industry standards.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 4

Communications Installer

**Job Description**
Assists in the planning, design, and implementation of information technology communications networks. Responsible for providing assistance and technical support for network design activities. Assists in the review/assessment of user needs. Performs feasibility studies for small projects. Assists in the evaluation and selection of hardware and software equipment.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 3

Communications Transmission Engineer

**Job Description**
Provides technical direction and engineering knowledge for information technology communications activities including planning, designing, installing and maintaining large communications networks. Develops, operates, and maintains the hardware and software for voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 3

Computer Operations Manager

**Job Description**
Responsible for all activities relating to the operation of centralized data processing equipment and peripheral information technology systems hardware equipment. Establishes detailed schedules for the utilization of all hardware equipment in the computer operations section to obtain maximum utilization. Assigns personnel to various information technology operations and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other information technology systems sections to coordinate activities. Prepares activity and progress reports regarding the computer operations section. Frequently reports to a Director of Information Systems Operations.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5

Consultant

**Job Description**
Works with information technology end user groups to evaluate and solve technical problems. Evaluates existing hardware and software, systems and/or user needs to analyze, design, recommend, and implement system changes.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 3

Data Architect

**Job Description**
Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, information technology requirements and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines,
designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

**Minimum Education:** Bachelor's Degree  
**Minimum Years of Experience:** 5  

**Data Communications Manager - Planning & Implementation**  
**Job Description** Ensures that adequate and appropriate planning is provided for remote information technology hardware and communications facilities requirements to develop and implement methodologies for analysis, installation, and support of distributed processing client/server systems. Provides coordination in the analysis, acquisition, and installation of hardware, software, and facilities. Manages the training and efforts of a staff engaged in system and information technology network planning, analysis and monitoring activities. Typically requires eight to ten years of experience in software/hardware LAN and WAN network design and analysis. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 8  

**Data Entry Supervisor**  
**Job Description** Supervises all data entry activities entering data into information technology systems. Assigns work to personnel and directs activities. Reviews and evaluates work and prepares performance reports. Provides input on software and hardware requirements to meet data entry business processes. Frequently reports to a Computer Operations Manager or Production Control Supervisor.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 4  

**Data Security Administration Manager**  
**Job Description** Directs and implements the necessary controls and procedures to cost-effectively protect information technology systems assets from intentional or inadvertent modification, disclosure, or destruction. Provides guidance and direction for the physical protection of information technology systems assets to other functional units. Provides reports to superiors regarding effectiveness of data security and makes recommendations for the adoption of new procedures, hardware and software. Assigns work to subordinates, monitors performance, and conducts performance appraisals. Interviews and makes recommendations for additional staff.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5  

**Data Security Analyst – Intermediate**  
**Job Description** Under general supervision, performs all procedures necessary to ensure the safety of information technology systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Conducts accurate evaluation of the level of security required. Provides management with status reports, and makes recommendations for the adoption of new procedures, hardware and software. Frequently reports to a Data Security Administration Manager.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 4  

**Data Security Analyst – Senior**  
**Job Description** Under general direction, performs all procedures necessary to ensure the safety of information technology systems and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements
procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, host-based security software and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management. **Minimum Education:** Bachelor’s Degree **Minimum Years of Experience:** 6

**Data Warehousing Administrator**

**Job Description** Coordinates the data administration technical function for both data warehouse development and maintenance. Plans and oversees the technical transitions between hardware, software and network communications solution development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts and engineers. Establishes and enforces processes to ensure a consistent, well-managed and well-integrated data warehouse information technology infrastructure. Expands and improves data warehouse to includes data from all functions of the organization using data manipulation, transformation and cleansing tools. Requires three years of experience in the field. **Minimum Education:** Bachelor’s Degree **Minimum Years of Experience:** 3

**Data Warehousing Analyst**

**Job Description** Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Reviews data loaded into the data warehouse for accuracy. Responsible for the development, maintenance and support of an enterprise data warehouse information technology system and corresponding data marts. Troubleshoots and tunes existing data warehouse software applications. Conducts research into new data warehouse software applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporates existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse. Requires two years’ experience in the field. **Minimum Education:** Bachelor’s Degree **Minimum Years of Experience:** 2

**Data Warehousing Programmer**

**Job Description** Responsible for information technology product support and maintenance of the data warehouse. Performs data warehouse software design and construction. Codes and documents scripts and stored procedures. Designs/implements data strategy methods. Develops appropriate software programs and information technology systems documentation. Assists with Meta data repository management. Prepares/implements data verification and testing methods for the data warehouse. Creates index and view scripts. Requires two years’ experience in the field. **Minimum Education:** Bachelor’s Degree **Minimum Years of Experience:** 2

**Data Warehousing Project Manager**

**Job Description** Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Responsible for leading data warehouse team in development and enhancements of the data warehouse user information technology interface. Establishes user requirements. Creates new standards and procedures related to end user and internal software interface development. Works with Data Architect on technical issues and information technology system architecture definition. Translates high-level work plans and converts to detailed assignments for team members. Monitors status of assignments and reviews work for completion and quality. Typically requires more than five years of experience. **Minimum Education:** Bachelor’s Degree **Minimum Years of Experience:** 5
**Data/Configuration Management Specialist**

**Job Description**
Provides product documents and software configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents, information technology system settings and related software.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 0

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**Database Administrator**

**Job Description**
Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises software users on access to various databases. Works directly with software users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Provides input on database information technology requirements. Typically requires two to four years of experience.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 2

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**Database Analyst/ Programmer – Intermediate**

**Job Description**
Under general supervision, designs, implements and maintains moderately complex databases. Maintains database dictionaries and integration of information technology systems and software through database design. Competent to work on most phases of database administration but may require some instruction and guidance in other phases. Requires two years’ experience in the field.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 2

**Database Analyst/ Programmer – Senior**

**Job Description**
Under general direction, designs, implements and maintains complex database with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of information technology systems and software through database design. Competent to work at the highest level of all phases of database management. Requires three years’ experience in the field.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

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**Database Manager**

**Job Description**
Responsible for all activities related to the administration of computerized databases. Assigns personnel to various projects and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises software users of various databases. Projects long-range requirements for database administration in conjunction with other managers in the information technology systems function as well as business function managers. Prepares activity and progress reports regarding the database management section. Typically requires five to seven years of experience.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5

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**Disaster Recovery Administrator**

**Job Description**
Under general supervision, responsible for the overall security and integrity of organizational electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, information technology architecture and data networks to ensure that the integrity and

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**Contract Number:** 47QTCA20D0027
security of all electronic data and data systems are adequately protected. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for ensuring the business resumption plan adequately addresses the organization’s information technology requirements and established time frames. Responsible for day-to-day security administration of the organization’s data systems and data networks including information technology systems access administration. Typically requires five or more years of experience in disaster recovery/business resumption planning.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5

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**Disaster Recovery Analyst**  
**Job Description** Responsible for security and integrity of assigned electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, information technology architecture and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for ensuring the business resumption plan adequately addresses the organization’s information technology requirements and established time frames. Requires five years’ experience in the field.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5

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**Documentation Specialist – Intermediate**  
**Job Description** Under general supervision, prepares and/or maintains systems, software programming, and information technology operations documentation, including user manuals. Maintains a current internal documentation library. Competent to work on most phases of documentation.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 2

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**Documentation Specialist – Senior**  
**Job Description** Under general supervision, is responsible for preparing and/or maintaining systems, software programming, and information technology operations documentation, procedures, and methods including user manuals and reference manuals. Maintains a current internal documentation library. Provides or coordinates special documentation services as required. Competent to work at the highest level of all phases of documentation. May act as project leader for large positions.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5

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**E-Business Manager**  
**Job Description** Sets direction and guides action plans and priorities of electronic commerce, marketing and communications. Develops and facilitates organizational information technology models and structure changes needed to meet the evolving electronic business strategies. Establishes and implements enterprise-wide business systems and provides input on software requirements.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 7

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**Electronic Data Interchange (EDI) Manager**  
**Job Description** Responsible for daily electronic data interchange (EDI) operations of an organization. Develops and executes strategies for Internet-based interchange capabilities. Coordinates and implements new EDI methods, software and systems, and enhances and upgrades the existing information technology systems. Finds EDI solutions for business operations.

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**FEDERAL SUPPLY SCHEDULE PRICE LIST**  
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Establishes and maintains communications and trading partner routings, including online orders and fulfillment systems. Audits the quality of data provided, provides security and backup, and ensures system disaster recovery processes are in place. Resolves trading partner’s technical problems involving EDI. Develops technical design documentation. Ensures customer/vendor agreements meet legal requirements. Responsible for internal training of EDI and related staff.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 7

**Electronic Data Interchange (EDI) Specialist**

**Job Description** Provides support for EDI database analysis, design, and operations. Establishes and maintains communications within organization and with partners. Conducts and manages product and software tool evaluations. Provides product installation, configuration, and training. Performs information technology systems maintenance to update records, specifications, and operating procedures of partner systems. Maintains EDI account transaction activities. Frequently reports to an Electronic Data Interchange Manager.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 3

**Electronic Mail Coordinator**

**Job Description** Monitors servers, replication, and mail routing. Creates user accounts and maintains security levels on databases. Provides first-level telephone support and troubleshoots. Monitors existing messaging. Performs information technology infrastructure, software and server usage, ensuring proper working order.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 2

**Engineering Subject Matter Specialist**

**Job Description** Provides technical knowledge and analysis of highly specialized software applications and information technology operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that necessitate high-level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, modeling, simulation, testing, integration, documentation and presentation phases.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 10

**ERP Business/Architectural Specialist**

**Job Description** Adapts functional business requirements and processes to information technology technical solutions based upon comprehensive enterprise software application solution sets. Enterprise resource planning and management processes, including but not limited to: knowledge management, investment analysis, data warehousing, e-commerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 6

**ERP Business Analyst – Intermediate**

**Job Description** Under general supervision, serves as subject matter expert associated with content, processes, and procedures associated with enterprise software applications. Applies functional knowledge to design and customize workflow systems that provide seamless integration for client/server applications. Writes functional information technology requirements, develops test plans, and works with production issues.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 4
ERP Business Analyst – Senior
**Job Description** Under general direction, serves as senior subject matter expert associated with content, processes, and procedures associated with ERP. Defines detailed information technology requirements, analyzes business needs, and validates solutions with the client. Details requirements through product development and other functions to support the project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Evaluates software development projects and assists in tailoring the development process to meet the project needs.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

ERP Programmer
**Job Description** Under general supervision, works primarily in ERP client/server enterprise software application. Designs and develops all aspects of data conversion. Builds software application tables, panels, and reports. Codes individual modules and complex functions. Develops software application tables, panels, and reports for projects. Responsible for software integration and external information technology interface development. Troubleshoots and resolves testing issues. Responsible for technical documentation.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

Graphics Specialist
**Job Description** Responsible for graphics design and use, operation, and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget, and to user’s satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic information technology. Troubleshoots computer software and hardware equipment problems and performs minor preventive maintenance. Frequently reports to a department manager or information systems management.

**Minimum Education:** Associates Degree

**Minimum Years of Experience:** 2

Groupware Specialist
**Job Description** Responsible for the implementation, maintenance, and support of organization messaging system. May work closely with first tier support staff to solve information technology system software and hardware problems. Ensures smooth integration of all groupware information technology systems in a particular environment. Provides technical support on local groupware replication and client dial-up access issues. Prepares documentation that will assist in the maintenance of the groupware information technology system. May serve as an internal consultant to developers, assisting them in the area of server supports, security, ID files, and other development issues that will aid the process. Requires solid working knowledge of WANs, LANs, and telecommunication concepts as they relate to the groupware information technology system and database replication.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 4

Help Desk Coordinator – Intermediate
**Job Description** Under general supervision, responds to and diagnoses information technology problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically, is able to resolve fewer complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk software and hardware systems.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 4
Help Desk Coordinator – Senior
Job Description Under general direction, responsible for ensuring the timely process through which information technology problems are controlled. Includes information technology problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment. Typically involves use of problem management database and help desk software and hardware system. May provide guidance/training for less-experienced personnel.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 6

Help Desk Manager
Job Description Has overall responsibility for help desk operations associated with the identification, prioritization and resolution of reported information technology problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software and hardware tools. Requires 3 years’ experience in the field.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 3

Help Desk Specialist
Job Description Provides support to end users on a variety of information technology 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. Utilizes help desk software and hardware tools.
Minimum Education: Associates Degree
Minimum Years of Experience: 3

Help Desk Support Services Specialist – Intermediate
Job Description Under general supervision, provides second-tier support to information technology end users for either PC, server, or mainframe software applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends information technology systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 4

Help Desk Support Services Specialist – Senior
Job Description Under general direction, provides second-tier support to information technology end users for either PC, server, or mainframe software applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends information technology systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 6

Information Assurance Development Engineer
Job Description Analyzes and defines security requirement for information technology computer systems which may include mainframes, workstations, software and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the information technology computer system security solution.
**Information Assurance Engineer**

**Job Description**
Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common information technology user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5

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**Information Assurance Network Specialist**

**Job Description**
Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Designs, develops, engineers, and implements solutions that meet information technology network security requirements. Performs vulnerability/risk analyses of information technology computer systems and software applications during all phases of the system development life cycle.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 4

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**Information Assurance Systems/Network Specialist**

**Job Description**
Installs, configures and maintains organization's information technology operating systems. Analyzes and resolves problems associated with server hardware, NT, applications software. Detects, diagnoses, and reports NT related problems on both NT server and NT desktop systems. Performs a wide variety of tasks in software/hardware maintenance and operational support of NT Server systems.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

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**Information Center Consultant**

**Job Description**
Under general supervision of Information Center Manager, may support unlimited information technology end user groups. Works with users to solve problems with available information technology including hardware, software and peripherals. Studies and analyzes information technology system’s needs, trains users on software and hardware, handles troubleshooting, and provides quality assurance review of user systems. Acts as project manager, typically performs time estimates, and regularly reviews status of projects. May have specialization in particular software that would be utilized in an end user environment. Keeps abreast of technological developments and may install new hardware and software for user groups. Frequently reports to an Information Center Manager.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 7

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**Information Center Specialist**

**Job Description**
Under general direction, advises and assists information technology users in problem-solving activities using information center software tools. Assists in the selection and installation of information center software tools. Evaluates new and existing software products. Competent to work at the highest technical level of all phases of information center activities.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 4

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**Information Security Business Analyst**
Job Description Determine enterprise information technology security standards. Develops and implements information technology security standards and procedures. Ensures that all information technology systems, hardware and software are functional and secure.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 3

Information Services Consultant

Job Description Top-level technical expert supporting unlimited information technology end user groups. Works with information technology user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing system’s needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, information technology systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an information technology end user environment. Keeps abreast of technological developments and applications.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 4

Information Systems Auditor – Intermediate

Job Description Under general supervision, audits moderately complex new and existing information technology systems software applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information technology systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 4

Information Systems Auditor – Senior

Job Description Under general direction, audits the most complex new and existing information technology systems software applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information technology systems procedures are in compliance with corporate standards. Competent to work at the highest level of all phases of information systems auditing.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 8

Information Systems Training Specialist – Intermediate

Job Description Under general supervision, organizes and conducts moderately complex training and educational programs for information technology systems, software or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 1

Information Systems Training Specialist – Senior

Job Description Under general direction, organizes, prepares, and conducts complex training and educational programs for information technology systems, software or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 4

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Contract Number: 47QTCA20D0027
**Internal Communications Systems Consultant**

**Job Description** Provides systems guidance for current and proposed investments in telecommunications, information technology and network facilities and/or services from the development of communications software through financial implementation review. Researches present and future communication technologies. Works closely with system users to provide direction/assistance in identification and resolution of user problems. May supervise a group of planning analysts responsible for research/technical assistance for the user group. Typically requires eight to ten years of experience in telecommunications with emphasis on information technology systems analysis, LAN/WAN telecommunications network design, and traffic engineering.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 8

**IT Subject Matter Specialist**

**Job Description** Provides extremely high-level subject matter proficiency for work in information technology. Provides advanced technical knowledge and analysis of highly specialized software applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 3

**LAN Administrator – Intermediate**

**Job Description** Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization’s information technology local area network. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots LAN problems. Establishes and implements LAN policies, procedures, and standards and ensures their conformance with information technology systems and organization objectives. Trains users on LAN operation. Typically requires two to four years of experience. Frequently reports to a PC support manager or Senior LAN Administrator.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 2

**LAN Administrator – Senior**

**Job Description** Under general direction, responsible for administration and day-to-day operation of organization’s information technology local area network (LAN). Provides integrated team support and maintenance of LAN hardware and software. Maintains integrity of the LAN hardware and software. Installs LAN software upgrades, including planning and scheduling, testing and coordination. Studies vendor products to determine those which best meet organization needs; assists in presentation of information to management resulting in purchase, and installation of hardware, software, and telecommunications equipment. Performs LAN security procedures, including implementing login requests. Evaluates new products and technologies to determine impact on existing information technology system configurations. Prepares proposals, cost/benefit analyses, and feasibility studies. Provides liaison support between the PC/LAN team, vendors and internal support group as needed. Typically requires five to seven years of experience. Frequently reports to an information system executive.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5

**LAN Support Technician – Intermediate**

**Job Description** Under general supervision, monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with vendor support service groups to ensure proper escalation during outages or periods of degraded information technology system performance. May assist with installation of terminals and associated hardware. May provide LAN server support. Requires strong knowledge of PC/LAN
communications hardware/software, in a multi-protocol environment, and network management software. Typically requires two to four years’ experience in data communications troubleshooting.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 2

**LAN Support Technician – Senior**  
**Job Description** Under general direction, monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded information technology system performance. May provide LAN server support. Requires extensive knowledge of PC/LAN communications hardware/software in a multi-protocol environment and network management software. May function as lead position providing guidance and training for less-experienced technicians. Typically requires at least four years of experience in data communications troubleshooting.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 4

**LAN/WAN Administrator**  
**Job Description** Monitors LAN, WAN, and servers. Provides batch monitoring, tape back-up, and restoration. Administers mail system and implements new database architecture. Monitors and conducts performance evaluation of information technology networks. Supports, installs, maintains, and troubleshoots all local area and wide area networking devices and related software for branch offices and internal and external networks.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 2

**LAN/WAN Integrator**  
**Job Description** Responsible for the overall integration of the enterprise-wide information technology network including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN. Is typically a top-level technical contributor with advanced knowledge and experience in the area of local and wide area networking, communications, and related hardware/software. Maintains high level of technical expertise and studies vendor products to determine those which best meet organization needs. Presents information to management, which may result in the purchase and installation of hardware, software, and telecommunications equipment. Recommends network security procedures and policies. Knowledgeable in a multi-platform operating environment. May work with Voice and/or Data Communications Analysts.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 7

**LAN/WAN/MAN Administrator**  
**Job Description** Monitors LAN, WAN, MAN, and servers. Provides batch monitoring, tape backup, and restoration. Supports, installs, maintains, and troubleshoots all local area and wide area information technology networking devices and related software for branch offices and internal and external networks.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 4

**Network Control Technician**  
**Job Description** Tests and analyzes all elements of complex information technology network facilities (including power, software, communications devices, lines, modems, and terminals). Monitors and controls the performance and status of the network resources. Utilizes software and
hardware tools and identifies and diagnoses complex problems and factors affecting network performance.

**Minimum Education:** Associates Degree  
**Minimum Years of Experience:** 1

### Network Engineer – Intermediate

**Job Description**  
Under general supervision, oversees the purchase, installation, and support of information technology network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Responsible for evaluating current systems. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and software applications. Typically requires two to five years of experience.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 2

### Network Engineer – Senior

**Job Description**  
Under general direction, manages the purchase, installation, and support of information technology network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and software applications. Typically requires at least five years of experience.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5

### Network Operations Supervisor

**Job Description**  
Provides first level guidance/direction (either as a full-time supervisory position or on a project management basis) to information technology network operation and maintenance analysts, technicians, and/or engineers. Performs technical analysis of complex software, hardware, and transmission facility using various diagnostic tools in support of efficient network operations. Provides guidance/direction for engineering efforts and test and evaluation programs. Performs on-site engineering when required. Typically requires five years of experience in operations, maintenance, and sustained engineering of LAN to WAN internetworking. Frequently reports to a Regional Manager or Operations Manager.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5

### Network Planning Analyst – Intermediate

**Job Description**  
Under general supervision, plans and evaluates moderately complex existing information technology network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides assistance in network planning, engineering, architecture, and the development of technical standards and interface software applications. Evaluates new products as assigned. Provides resolution for network problems. Typically requires four to six years of experience in telecom networks. Frequently reports to a higher Network Planning position or a Telecommunications Department Director/Manager.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 6

### Network Planning Analyst – Senior

**Job Description**  
Under general direction, plans and evaluates complex existing information technology network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides highly skilled technical assistance in network planning, engineering, and architecture. Develops technical standards and interface software applications, identifies and evaluates new products, and provides resolution for network problems. May interface with vendors
to identify and purchase hardware and software. May function as lead position for other Network Planning Analysts. Typically requires six to eight years of experience in telecom networks. Frequently reports to a Telecommunications Department Director/Manager or a higher Network Planning position.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

**Network Planning Manager**

**Job Description**
Responsible for long-term strategic planning to ensure information technology network capacity meets current and future network requirements including planning for remote hardware and communications facilities, development and implementation of methodologies for system analysis, installation, and support. Defines and develops methodology to ensure compatibility of all software and hardware products at each facility. Provides ongoing coordination in the analysis, acquisition, and installation of remote hardware and software. May supervise Network Planning Analysts. Typically requires six to eight years of experience. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

**Network Systems Administrator**

**Job Description**
Provides system administration of information technology Network, Web, and/or communication systems, including Local Area Network (LAN) and Wide Area Network (WAN) systems, involving network security. Prepares technical implementation plans that provide integrated solutions including actions, milestones, timelines, software and hardware requirements, and critical paths required for complete solutions.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5

**Network Systems Manager**

**Job Description**
Supervises all personnel engaged in the operation and support of information technology network facilities, including all communications equipment in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 10

**Network/Hardware Support Technician**

**Job Description**
Monitors and responds to hardware, software, and information technology network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Monitors and controls the performance and status of the network resources.

**Minimum Education:** High School Diploma

**Minimum Years of Experience:** 3

**Operations Manager - Data Communications**

**Job Description**
Manages all aspects of the daily operation for data network(s) in either a standalone data network environment in or a voice and data separated network environment. Develops project plans for the implementation of new telecommunications technology and information technology systems. Directs technical analysis of complex software, hardware, and transmission systems. Coordinates with vendors involved in providing communication activities.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5
**Operations Manager - Voice Communications**

**Job Description**: Manages all aspects of the daily operation for voice network(s) in either a standalone voice network OR in a voice and data separated network environment. Develops project plans for the implementation of new telecommunications technology and information technology systems. Directs technical analysis of complex software, hardware, and transmission systems.

**Minimum Education**: Bachelor’s Degree

**Minimum Years of Experience**: 5

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**Operations Systems Manager**

**Job Description**: Provides assistance and oversight for all information technology systems operations activities, including computer and telecommunications/communications operations, data entry, data control, operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards, hardware and software requirements, and budget constraints.

**Minimum Education**: Bachelor’s Degree

**Minimum Years of Experience**: 5

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**Operations/Technical Support Manager**

**Job Description**: Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to information technology LAN. Recommends and schedules repairs. Provides end users support for all LAN- based applications. Installs and configures workstations.

**Minimum Education**: Bachelor’s Degree

**Minimum Years of Experience**: 5

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**Operations/Network LAN Administrator**

**Job Description**: Provides technical guidance for directing and monitoring information technology systems operations. Implements machine modifications to increase the capacity of the system. Directs compilation of records and reports concerning production, machine malfunctioning and maintenance. Provides input on LAN hardware and software requirements.

**Minimum Education**: Bachelor’s Degree

**Minimum Years of Experience**: 3

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**Operations/Technical Support Analyst**

**Job Description**: Responsible for all activities relating to technical guidance for planning, directing, and monitoring information technology systems operations. Plans and recommends machine modifications or additional equipment to increase the capacity of the system. Prepares operational cost estimates for current and proposed projects. Evaluates vendor proposals for purchases of hardware and software. May manage related outsourcing contracts and service levels. Directs compilation of records and reports concerning production, machine malfunctioning, and maintenance. May advise or consult on organizational, procedural, and workflow plans, methods, and procedures analysis. Analyzes the results of workflow plans, monitors the operating system(s) and recommends changes to improve processing and utilization. May have departmental staff responsibility. Frequently reports to an Information Systems Operations Manager or Director of Information Systems Operations.

**Minimum Education**: Bachelor’s Degree

**Minimum Years of Experience**: 3

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**PC Products Analyst**

**Job Description**: Under general supervision, analyzes and evaluates microcomputer products and information technology systems available in the marketplace. Analyzes such hardware and software products for compatibility, expandability, and ease of use and support. Recommends to management the support or nonsupport of evaluated products. Participates in the development and customization of products. Designs application options/screens compatible with mainframe applications. Prepares product development documentation regarding use of product. Frequently reports to a PC Support Manager.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 4

PC Systems Specialist
Job Description Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer information technology systems. Works on moderately complex software applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software. Frequently reports to a PC Support Manager
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 4

PC/LAN Mgmt Analyst – Intermediate
Job Description Under general supervision, works closely with business and management and staff on information technology LAN support, network design, and configuration in a multi-server environment. Responsible for the installation/configuration and support of client servers, application support software, and implementation of new business software applications. Participates with client in the installation/configuration of equipment and software. Analyzes and coordinates resolution of network problems. Provides technical support and guidelines to client and systems areas through documentation. Requires experience with Token Ring.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 4

PC/LAN Mgmt Analyst – Senior
Job Description Under general direction, provides consultation to business area management and staff at the highest technical level for all aspects of information technology PC/LAN design and configuration in a multi-server environment. Plans and coordinates the installation of new or modified Local Area Networks and installs and coordinates the resolution of network hardware and software problems or malfunctions. Provides technical support and guidelines to client and systems areas through documentation. Requires experience with Token Ring.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 6

Project Engineer
Job Description Manages long-term information technology (IT) engineering projects. Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Reviews reports of computer, software and peripheral equipment production, malfunction, and maintenance to determine and address problems.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 2

Project Manager – Senior
Job Description Responsible for all aspects of the development and implementation of assigned information technology projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer hardware and software services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 5

Quality Assurance Analyst – Intermediate
Job Description Under general supervision, carries out procedures to ensure that all information technology systems, products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 3

Quality Assurance Analyst – Senior
Job Description Under general direction, carries out procedures to ensure that all information technology systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 5

Quality Assurance Specialist
Job Description Provides development of information technology project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project’s software development process is being implemented relative to the defined process and recommends methods to optimize the organization’s process.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 1

Security Coordinator
Job Description Coordinates, develops, and evaluates information technology security programs for an organization. Provides input on information technology hardware and software requirements.
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 2

Site Manager
Job Description Provides software applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for software application selection, information technology systems development, information technology systems maintenance, and production activities and for necessary support resources.
Minimum Education: Associates Degree
Minimum Years of Experience: 3

Software Architect
Job Description Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex software systems. Acts as highest-level technical expert, addressing problems of
information technology systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5

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**Software Developer – Intermediate**

**Job Description** Under general supervision, develops codes, tests, and debugs new software or enhancements to existing software. Has good understanding of business information technology applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals. Requires two years’ experience in the field.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 2

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**Software Developer – Senior**

**Job Description** Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for information technology improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff. Requires five years’ experience in the field.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5

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**Software Systems Engineer – Intermediate**

**Job Description** Under general supervision, works from information technology business process based specifications to develop or modify moderately complex software programming applications. Assists with design, coding, benchmark testing, debugging, and documentation of programs. Applications generally deal with utility programs, position control language, macros, subroutines, and other control modules. Competent to work on most phases of software systems programming applications, but requires instruction and guidance in other phases.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 2

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**Software Systems Engineer – Senior**

**Job Description** Under general direction, formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications/information technology networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system’s technical software.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 4

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**Strategic Planner**

**Job Description** Provides strategic planning of large information technology projects or a significant segment of a strategic planning portion of a large complex information technology project. Provides the overall approach to clarify mission statements so they can be used as springboards in envisioning their desired future. Assists in developing mission and vision statements, subsequent goal delineation, provides guidance for building operational plans and
specifying measurable outcomes to include capital outlay planning efforts in a consolidated strategic planning process and prioritizes those initiatives. Provides input on requirements for project planning software tools.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5

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**Systems Administrator – Intermediate**

**Job Description** Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing information technology requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

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**Systems Administrator – Senior**

**Job Description** Under general direction, responsible for activities related to information technology system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of information technology systems operations and administration are included in the overall information technology systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5

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**Systems Analysis and Programming Director**

**Job Description** Develops software within an organization. Directs the software engineering function in developing, releasing, and maintaining software applications/operating information technology systems according to business needs.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 10

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**Systems Engineer**

**Job Description** Performs a variety of information technology systems engineering tasks and activities that are broad in nature and are concerned with major information technology systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 0

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**Systems Management Technologist**

**Job Description** Analyzes, develops, operates, and maintains software libraries and catalogs. Provides support and direction for information technology user groups in the use of the software/hardware systems and programs to support an integrated system.
Minimum Education: Associates Degree
Minimum Years of Experience: 0

Technical Editor

Job Description: Responsible for content of information technology technical documentation. Checks author’s document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the software programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization’s style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position. Note: This description is for a technical editor in a large software house or an editor in a technical lab, which produces papers for publication. Newsletter, newspaper, or magazine editors should not be matched to this position.

Minimum Education: Associates Degree
Minimum Years of Experience: 2

Technical Writer

Job Description: Writes a variety of information technology based technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Proficient in the use of software commonly used for technical writing.

Minimum Education: Associates Degree
Minimum Years of Experience: 1

Telecommunications Analyst/Technician

Job Description: Provides maintenance of the information technology switching equipment. Performs more complex activities for routine maintenance on information technology switches. Reads and interprets circuit diagrams and electrical schematics. Provides input on switch hardware and software requirements.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 3

Telecommunications Engineer/Analyst – Intermediate

Job Description: Under general supervision, responsible for moderately complex engineering and/or analytical activities associated with one or more technical areas within the information technology telecom function (such as, but not limited to, network design, engineering, software requirements, implementation, or operations/user support). Typically requires two to four years of technical telecom experience.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 2

Telecommunications Engineer/Analyst – Senior

Job Description: Under general direction, responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the information technology telecom function such as, but not limited to, network design, engineering, software requirements identification, implementation, or operations/user support. Typically requires six to eight years of technical telecom experience.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 6

Telecommunications Manager - Multiple Incumbents

Job Description: A multiple incumbent position with broad management responsibility for all areas of the telecommunications function. Position may be structured to address the needs of individual information technology “customer” groups (e.g., organization divisions or business lines) or may

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reflect total management responsibilities (including planning, engineering, implementation, software requirements identification, and operations) for either voice or data communications in a separated network environment. Manages/coordinates day-to-day planning, design, operations, maintenance, and resource allocation including client server support and strategic and tactical planning. Coordinates with customers, vendors, and corporate management. May be responsible for billing systems. Interfaces with Senior/Executive Management to coordinate telecommunications plans with overall business plan. Frequently reports to Telecommunications Management or information systems management.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 5

**Telecommunications Manager - Single Incumbent**

**Job Description** A single incumbent position with broad management responsibility for all areas of the telecommunications function. Manages and coordinates the day-to-day planning, design, operations, software requirements identification and maintenance of the telecommunications voice and/or data networks including client server support consistent with information technology customer needs, organization objectives, and technological resources. Responsible for telecommunications strategic and tactical planning. Coordinates with customers, vendors, and corporate management. Responsible for department resource allocation. May be responsible for billing systems. Interfaces with Senior/Executive Management to coordinate telecommunications plans with organization’s business plan.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 5

**Telecommunications Network Help Desk**

**Job Description** Responds to information technology user complaints to research complex hardware and software problems associated with the organization’s telecommunications networks (voice and/or data). Diagnoses problem source through discussions with information technology users. Coordinates with internal company support and operations groups and/or with vendors to resolve problems. Follows up with users to ensure problem has been resolved. Develops supporting documentation of all activities.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 2

**Telecommunications Programmer/ Systems Analyst – Intermediate**

**Job Description** Under general supervision, develops telecommunications solutions to address information technology user needs. May interface with information technology users to define needs. Assists in the design, development, and testing of communications software interface programs. Usually involved in the implementation and testing of projects. Requires knowledge of communication protocols, hardware, and real-time operating system programming. Requires proficiency in one or more programming languages such as Assembler, FORTRAN, or “C”. Typically requires two to four years of experience in telecommunications programming.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 2

**Telecommunications Programmer/ Systems Analyst – Senior**

**Job Description** Under general direction, develops telecommunications software solutions to address information technology user needs. Interfaces with information technology users to define needs. Designs, develops, and tests complex communications software interface programs. Primary responsibilities usually include technical feasibility studies and design phases of project. Requires strong knowledge of communication protocols, hardware, and real time operating system programming. May serve as project leader for lower level programmers. Requires high level of proficiency in one or more programming languages such as Assembler, FORTRAN, or “C”. Typically requires four to six years of experience in telecommunications programming.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 4
Telecommunications Technician
\textbf{Job Description} Provides support to information technology infrastructure. Installs, troubleshoots, repairs and maintains telecommunications equipment. Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links and installs communication circuits. Provides input on system hardware and software requirements.
\textbf{Minimum Education:} Associates Degree
\textbf{Minimum Years of Experience:} 5

Telecommunications/Communications Integration Engineer
\textbf{Job Description} Provides technical direction and analysis for telecommunication activities, including planning, designing, integrating, installing and maintaining large-scale telecommunications/communications networks and services with information technology computer systems. Applies telecommunications/communications engineering principles and theory to propose design, and configuration, hardware and software alternatives. Analyzes network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with information technology computer systems.
\textbf{Minimum Education:} Bachelor’s Degree
\textbf{Minimum Years of Experience:} 8

Test Engineer
\textbf{Job Description} Subject matter specialist providing testing know-how in for the support of information technology user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
\textbf{Minimum Education:} Bachelor’s Degree
\textbf{Minimum Years of Experience:} 0

UNIX Systems Administrator
\textbf{Job Description} Responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents information technology standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires two to four years of experience.
\textbf{Minimum Education:} Bachelor’s Degree
\textbf{Minimum Years of Experience:} 2

Voice Communications Administrator
\textbf{Job Description} Monitors and responds to facility information technology hardware and software problems. Assists vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Makes phone system additions, changes, and installs new station equipment. Requires knowledge of monitoring equipment.
\textbf{Minimum Education:} Bachelor’s Degree
\textbf{Minimum Years of Experience:} 3

Voice Communications Manager - Planning & Implementation
\textbf{Job Description} Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of voice communications systems. Provides coordination in the analysis, acquisition, and installation of remote hardware and software. Interfaces with internal and external customers and vendors to determine information technology system needs. Manages the training and efforts of a staff responsible for system and network planning and analysis activities. May include billing/chargeback responsibilities. Typically requires at least eight to ten years of experience in
software/hardware voice network design and analysis usually in a telephone operating organization. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 8

**Voice Communications Technician**  
**Job Description** Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains PBX/VoIP information technology systems and associated hardware and software.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5

**Web Content Administrator**  
**Job Description** Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards. Provides input on web content information technology software and hardware requirements. Requires two years of experience in this field.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 2

**Web Content Analyst**  
**Job Description** Provides for development and content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Provides managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Provides input on web content information technology software and hardware requirements.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 3

**Web Designer**  
**Job Description** Under direct supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group’s efforts to enhance the appeal of the organization’s online offerings. Designs the website to support the organization’s strategies and goals relative to external communications. Typically requires one to three years of experience in the area of web design. Requires knowledge of hardware and software requirements, and web-based information technology technologies including browsers ASP pages, HTML code, object-oriented technology, and graphics software.  
**Minimum Education:** Associates Degree  
**Minimum Years of Experience:** 1

**Web Marketing Manager**  
**Job Description** Responsible for developing and implementing the organization’s web strategies for promoting products and services through strategic marketing on the website. Responsible for assisting in the creation and implementation of the web marketing plan. Works closely with design and content management team to ensure site meets marketing objectives. Monitors site access patterns to adjust strategies and plans. Requires understanding of web hardware and software, and other information technology technologies requirements.
**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5

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**Web Operations Manager**  
**Job Description** Responsible for ongoing oversight of web strategy and operations. Develops business plan and annual budget for website function. Accountable for budget, staff planning, management, and product and service delivery. Oversees operational activities of the website(s) with specific attention aimed at content creation and website maintenance. Requires experience with web hardware and software, other information technology technologies requirements, and web page design.  

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5

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**Web Project Manager**  
**Job Description** Serves as project manager of a development team responsible for planning, developing, and deploying websites including preparation of text, graphics, audio, and video for web pages. Works directly with partners and clients to determine project scope and specifications. Coordinates the work of design and development teams to implement online designs. Reviews progress, manages resources, and ensures overall quality of completed website. Typically requires experience in management and understanding of web hardware and software, and other information technology technologies.  

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 1

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**Web Security Administrator**  
**Job Description** Under general supervision, performs all procedures necessary to ensure the safety of the organization’s website and transactions across the Internet including the protection of confidential order information and external business-to-business information technology connections. Applies Internet firewall and encryption technologies to maintain organizational and customer security. Ensures that the user community understands and adheres to established security procedures. Updates and deletes users, monitors and performs follow-up compliance violations, and develops security policies and practices and guidelines. Requires experience in Firewall/DMZ software design and implementation.  

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5

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**Web Security Analyst**  
**Job Description** Performs all procedures necessary to ensure the safety of the organization's website and transactions across the Internet/intranet. Applies Internet firewall technologies to maintain security. Ensures that the information technology user community understands and adheres to necessary procedures to maintain security. Updates and deletes users, monitors and performs follow-up on compliance violations, and develops security policies, practices, and guidelines. Requires familiarity with Firewall/DMZ software design and implementation.  

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5

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**Web Software Developer**  
**Job Description** Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers, information technology security and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

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**FEDERAL SUPPLY SCHEDULE PRICE LIST**

Goldbelt C6, LLC  
**Contract Number:** 47QTCA20D0027
Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 1

Web Technical Administrator

Job Description: Under general supervision, responsible for achieving overall technical integrity of organization’s website. Maintains and upgrades hardware and software including website technical architecture related to hardware and telecommunication connectivity. Administers e-mail, chat and FTP services. Communicates router configuration changes and troubleshoots information technology system errors and bugs. Maintains servers, creates monitoring reports and logs, and ensures functionality of links. Creates tools to ease production process. Automates routine procedures. Works on system-level services to ensure proper patch levels on applications and operating systems. Monitors database integrity. Monitors site for acceptable performance and user accessibility. Establishes backups and monitors site security. Typically requires experience in systems technologies.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 4