Schedule Title:
Multiple Award Schedule (MAS)

PSC Codes follow directly on next page

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

Contract No.: 47QTCA21D008F
Contract Period: April 19, 2021 through April 18, 2026

Contractor:
TELESIS Corporation
8300 Greensboro Drive, Suite 600
McLean, VA 22102
(Phone) (571) 267-2937
(Fax) (240) 241-5625
www.belcan.com/solutions/government-solutions/

Contractor's Administration Source
Elva M. Garcia
Contracts Manager
8300 Greensboro Drive, Suite 600
McLean, VA 22102
(Phone) (571) 363-2930
Email: tseitcontracts@belcan.com
Other than Small Business
<table>
<thead>
<tr>
<th>PSC Code</th>
<th>Product and Service Code Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>D301</td>
<td>IT AND TELECOM- FACILITY OPERATION AND MAINTENANCE</td>
</tr>
<tr>
<td>D302</td>
<td>IT AND TELECOM- SYSTEMS DEVELOPMENT</td>
</tr>
<tr>
<td>D303</td>
<td>IT AND TELECOM- DATA ENTRY</td>
</tr>
<tr>
<td>D304</td>
<td>IT AND TELECOM- TELECOMMUNICATIONS AND TRANSMISSION</td>
</tr>
<tr>
<td>D305</td>
<td>IT AND TELECOM- TELEPROCESSING, TIMESHARE, AND CLOUD COMPUTING</td>
</tr>
<tr>
<td>D306</td>
<td>IT AND TELECOM- SYSTEMS ANALYSIS</td>
</tr>
<tr>
<td>D307</td>
<td>IT AND TELECOM- IT STRATEGY AND ARCHITECTURE</td>
</tr>
<tr>
<td>D308</td>
<td>IT AND TELECOM- PROGRAMMING</td>
</tr>
<tr>
<td>D309</td>
<td>IT AND TELECOM- INFORMATION AND DATA BROADCASTING OR DATA DISTRIBUTION</td>
</tr>
<tr>
<td>D310</td>
<td>IT AND TELECOM- DATA CONVERSION</td>
</tr>
<tr>
<td>D311</td>
<td>IT AND TELECOM- OPTICAL SCANNING</td>
</tr>
<tr>
<td>D312</td>
<td>IT AND TELECOM- COMPUTER AIDED DESIGN/COMPUTER AIDED MANUFACTURING (CAD/CAM)</td>
</tr>
<tr>
<td>D313</td>
<td>IT AND TELECOM- SYSTEM ACQUISITION SUPPORT</td>
</tr>
<tr>
<td>D314</td>
<td>IT AND TELECOM- DIGITIZING</td>
</tr>
<tr>
<td>D315</td>
<td>IT AND TELECOM- TELECOMMUNICATIONS NETWORK MANAGEMENT</td>
</tr>
<tr>
<td>D316</td>
<td>IT AND TELECOM- WEB-BASED SUBACCELERATION</td>
</tr>
<tr>
<td>D317</td>
<td>IT AND TELECOM- ANNUAL SOFTWARE MAINTENANCE SERVICE PLANS</td>
</tr>
<tr>
<td>D318</td>
<td>IT AND TELECOM- ANNUAL HARDWARE MAINTENANCE SERVICE PLANS</td>
</tr>
<tr>
<td>D319</td>
<td>IT AND TELECOM- HELP DESK</td>
</tr>
<tr>
<td>D320</td>
<td>IT AND TELECOM- INTERNET</td>
</tr>
<tr>
<td>D321</td>
<td>IT AND TELECOM- BUSINESS CONTINUITY</td>
</tr>
<tr>
<td>D322</td>
<td>IT AND TELECOM- BUSINESS APPLICATION/APPLICATION DEVELOPMENT SUPPORT SERVICES (LABOR)</td>
</tr>
<tr>
<td>D323</td>
<td>IT AND TELECOM- BUSINESS APPLICATION/APPLICATION DEVELOPMENT SOFTWARE AS A SERVICE</td>
</tr>
<tr>
<td>D324</td>
<td>IT AND TELECOM- HIGH PERFORMANCE COMPUTING (HPC) SUPPORT SERVICES (LABOR)</td>
</tr>
<tr>
<td>D325</td>
<td>IT AND TELECOM- COMPUTE SUPPORT SERVICES, NON-HPC (LABOR)</td>
</tr>
<tr>
<td>D326</td>
<td>IT AND TELECOM- COMPUTE AS A SERVICE: MAINFRAME/SERVERS</td>
</tr>
<tr>
<td>D327</td>
<td>IT AND TELECOM- DATA CENTER SUPPORT SERVICES (LABOR)</td>
</tr>
<tr>
<td>D328</td>
<td>IT AND TELECOM- SERVICE DELIVERY SUPPORT SERVICES: ITSM, OPERATIONS CENTER, PROJECT/PM (LABOR)</td>
</tr>
<tr>
<td>D329</td>
<td>IT AND TELECOM- END USER: HELP DESK; TIER1-2, WORKSPACE, PRINT, PRODUCTIVITY TOOLS (LABOR)</td>
</tr>
<tr>
<td>D330</td>
<td>IT AND TELECOM- END USER AS A SERVICE: HELP DESK, TIER 1-2, WORKSPACE, PRINT, PRODUCTIVITY TOOLS</td>
</tr>
<tr>
<td>D331</td>
<td>IT AND TELECOM- MOBILE DEVICE AS A SERVICE</td>
</tr>
<tr>
<td>D332</td>
<td>IT AND TELECOM- IT MANAGEMENT SUPPORT SERVICES (LABOR)</td>
</tr>
<tr>
<td>D333</td>
<td>IT AND TELECOM- IT MANAGEMENT AS A SERVICE</td>
</tr>
<tr>
<td>D334</td>
<td>IT AND TELECOM- NETWORK SUPPORT SERVICES (LABOR)</td>
</tr>
<tr>
<td>D335</td>
<td>IT AND TELECOM- NETWORK AS A SERVICE</td>
</tr>
<tr>
<td>D336</td>
<td>IT AND TELECOM- NETWORK - TELECOM ACCESS SERVICES</td>
</tr>
<tr>
<td>D337</td>
<td>IT AND TELECOM- PLATFORM SUPPORT SERVICES: DATABASE, MAINFRAME, MIDDLEWARE</td>
</tr>
<tr>
<td>D338</td>
<td>IT AND TELECOM- PLATFORM AS A SERVICE: DATABASE, MAINFRAME, MIDDLEWARE</td>
</tr>
<tr>
<td>D339</td>
<td>IT AND TELECOM- SECURITY AND COMPLIANCE SUPPORT SERVICES (LABOR)</td>
</tr>
<tr>
<td>D340</td>
<td>IT AND TELECOM- SECURITY AND COMPLIANCE AS A SERVICE</td>
</tr>
<tr>
<td>D341</td>
<td>IT AND TELECOM- STORAGE SUPPORT SERVICES (LABOR)</td>
</tr>
<tr>
<td>D342</td>
<td>IT AND TELECOM- STORAGE AS A SERVICE</td>
</tr>
</tbody>
</table>
CUSTOMER INFORMATION

1a. Awarded Special Item Number(s):
   *54151S, Information Technology Professional Services
   *Order-Level Materials (OLM)

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract:
    See pricing in subsequent pages starting on Page 6

1c. Description of corresponding commercial job titles, experience, functional responsibility, and education for those types of employees:
    See descriptions and pricing in subsequent pages starting on Page 6

2. Maximum Order:
   $500,000 as established per clause 52.216-19

3. Minimum Order:
   $100.00

4. Geographic Coverage (Delivery Area):
   The 48 contiguous states including the District of Columbia, Alaska, Puerto Rico, and Hawaii.

5. Point(s) of Service and Production (city, county, and State or foreign country):
   McLean, VA; Calverton, MD, Aberdeen, MD; Rockville, MD; Silver Spring, MD; Quantico, VA; Springfield, VA; Richmond, VA; Washington, DC; Tampa, FL, Honolulu, HI; Ft. Hood, TX.

6. Discount from list prices or statement of net price:
   Prices shown herein are net (Discount Deducted)

7. Quantity discounts:
   1% for orders exceeding $500,000

8. Prompt payment terms:
   0%, Net 30

9. Foreign Items: N/A

10a. Time of Delivery: Thirty (30) Days, ARO

10b. Expedited Delivery: Contact Contractor

10c. Overnight and two -day delivery: Contact Contractor

10d. Urgent Requirements: Contact Contractor

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

12a. Ordering address:
    Telesis Corporation
    8300 Greensboro Drive, Suite 600
    McLean, VA 22102

12b. Ordering procedures:
    For services, the ordering procedures, and information on Blanket Purchase Agreements (BPAs) can be found at the GSA/FSS Schedule homepage (www.fss.gsa.gov/schedules)

13. Payment address: See 13a, above

14. Warranty provision:
    Standard Commercial Warranty

15. Export Packing Charges: Not Applicable

16. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):
    No additional terms or conditions apply to any thresholds above the micro-purchase level of Government Purchase Cards

17. Terms and conditions of installation: N/A

18a. Terms and conditions of repair parts: N/A

18b. Terms and conditions for any other services: N/A

19. List of service and distribution points: N/A

20. List of participating dealers: N/A

21. Preventive maintenance: N/A

22a. Special attributes: N/A

22b. Section 508:
    Compliance information on Electronic and Information Technology (EIT) supplies and services can be found at www.telesishq.com.

23. Data Universal Number System (DUNS) number: 03-341-6244

24. Notification regarding registration in www.sam.gov:
INTRODUCTION TO TELESIS CORPORATION

Founded in 1998 and headquartered in McLean, VA, TELESIS, Corporation, a Belcan company, is an award-winning provider of IT support services to include but not limited to cyber security, network support, systems administration, customer support, help desk, IT service desk, and business analysis support services.

TELESIS is a financially strong and stable company with processes rooted in industry best practices. We are ISO/IEC 20000-1:2018, ISO9001:2015, and ISO27001:2013-certified; Capability Maturity Model Integration (CMMI) Level 3 externally appraised with highly skilled and trained professionals. Over 70% of TELESIS' Project Managers are PMP-certified and more than 80% of our service desk professionals are ITIL Trained and certified.

TELESIS employees are in over 15 locations within United States as well as locations overseas. Our outstanding services have been recognized via several awards and commendations, our past performance history is second to none, and we deliver the promise of our tag line and "exceed expectations!"

- 500+ Professionals
- DoD TS Cleared
- CONUS and OCONUS Presence
- DCAA Approved Costpoint Accounting System
- Debt Free; $5M Line of Credit
- DUNS: 03-341-6244
- PMBOK Based PM Processes
- CMMI Services and Development Level 3 Successfully Appraised
- ISO 9001:2015-Certified
- ISO 20000-1:2011-Certified
- ISO 27001:2013-Certified
- PMP /ITIL v3 Foundation-Certified PMs

Employee Locations CONUS and OCONUS:

1. Springfield, VA
2. Stafford, VA
3. McLean, VA
4. Richmond, VA
5. Washington, DC
6. Aberdeen Proving Ground, MD
7. Fort Carson, CO
8. Fort Hood, TX
9. Rockville, MD
10. Silver Spring, MD
11. Urbandale, IA
12. Colorado Springs, CO
13. Calverton, MD
14. Tampa, FL
15. Honolulu, Hi
16. Germany
17. Okinawa, Japan
Core TELESIS Services:

Hotline and Help Desk Services
- Turnkey, Scalable, Fully Secure Hot Line Facilities in Maryland and Colorado
- Existing Technical Infrastructure
- Service Level Agreement Management
- Web Based Call Ticketing System
- Tier 0, 1, 2, 3 Support
- Skill Based Call Routing
- A Fully Implemented Disaster Recovery Plan; Continuity of Operations Plan in-Place
- Extensive Pool of Trained Resources
- Multi-Lingual Representatives
- Customized Hot Line Training Programs

Information Technology Services
- Applications Design and Development
- Business Process Consulting Services
- Web Development and Graphic Design
- Database and Configuration Management
- LAN / WAN Support and Administration
- SharePoint Development / Administration
- Cloud Computing
- Information Assurance; C&A; FISMA

Our Clients
- U.S. Department of Health and Human Services
- U.S. Department of Interior
- U.S. Department of State
- U.S. Department of Treasury
- U.S. Department of Homeland Security
- U.S. Department of Energy
- U.S. Department of Housing and Urban Development
- U.S. Department of Transportation
- U.S. Department of Commerce
- U.S. Department of Justice
- U.S. Army
- U.S. Navy
- U.S. Air Force
- U.S. Marine Corps
- U.S. Small Business Administration
- Office of Personnel Management
- General Services Administration
- Federal Deposit Insurance Corporation
- Consumer Product Safety Commission
- Transportation Security Administration
- National Gallery of Art
- SAIC
- Lockheed Martin
- IBM Corporation
- General Dynamics Information Technology
- ManTech International Inc.
TELESIS’ Approved NAICS Codes:

517110: Wired Telecommunications Carriers
517919: All Other Telecommunications
518210: Data Processing, Hosting, and Related Services
519190: All Other Information Services
541330: Engineering Services
541511: Custom Computer Programming Services
541512: Computer Integrated System Design
541513: Computer Facilities Management
541519: Other Computer Related Services
561210: Facilities Support Services
811212: Computer and Office Machine Repair and Maintenance
Order Level Material (OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) program contract or BPA. OLM pricing is not established at the FSS contract, but at the order level. Using this procedure, ancillary supplies and services that are unknown at the time of the Schedule contract award may be included and priced at the order level or BPA level.

OLM SIN-Level Requirements/Ordering Instructions: OLMs are:

- Purchased under the authority of the FSS Program as a special ordering procedure
- Identified at the order or BPA level (either at the time the order is placed or as the requirement for OLMs develop during the course of performance)
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials.
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price limited to 33.33% of the total value of the order or BPA

Labor Category Descriptions

The minimum experience, education, and functional responsibility for each service category is provided to ensure that the TELESIS employee's skills match the requirement of the delivery order. Due to the availability or limitation of education, occasionally substitution of experience as referenced below for a professional labor type with additional years of experience will be provided to the Federal Agency when responding to their IT requirements and it is solely the acquiring agency’s determination, if the substitution is considered acceptable prior to an award.

1. **ADP Specialist**
   
   **Minimum/General Experience:** Minimum one year’ specialized experience in Automated Data Processing using commercial automated word processing tools such as WordPerfect and Word, handling office procedures, and demonstrated ability to organize work and follow directions.

   **Functional Responsibility:** Assists in preparation of Information Technology management plans and reports. Coordinates schedules to facilitate deliverables, briefings, and presentations, prepares correspondence, coordinates travel, maintains personnel and other files. Assists in answering phones, directing callers, and tracking messages. Assists in development and review of program administrative operating procedures. Works under supervision of manager or project lead.

   **Minimum Education:** Associate degree and one year’ experience in office administration, filing documents, and performing related administrative tasks.

2. **Applications Programmer – Junior**
   
   **Minimum/General Experience:** Three years’ experience in Information Technology with two years’ specialized as an applications programmer, knowledge of computer equipment and ability to develop software using computer technologies such as C, C++, Visual Basic, Object Oriented Design, etc. to satisfy requirements specified in an actual Statement of Work or Statement of Need.
Functional Responsibility: Participates in the design of software tools and substitution. Work with applications engineers and programmers to interpret design requirements and specifications. Able to integrate and test software at system and substitution level. Analyzes functional business applications and design specifications for functional activities. Translates design into computer software. Works as a member of a team or only under general direction.

Minimum Education: Bachelor's degree in computer science, information systems, or related field.

3. Applications Programmer – Mid

Minimum/General Experience: Five years’ experience in Information Technology with three year specialized, as an applications programmer, knowledge of computer equipment and ability to develop software in computer technologies including but not limited to C, C++, Visual basic and Object Oriented Design to satisfy design requirements.

Functional Responsibility: Participate in the design of software tools and substitutions. Work with applications engineers and programmers to interpret design requirements and specifications. Be able to integrate and test software at system and substitution level. Analyzes functional business applications and design specifications for functional activities. Translates design into computer software. Works as a member of team under general direction from a senior member of the team.

Minimum Education: Bachelor's in Computer Science, Information Systems, Engineering, Business, or other related discipline.

4. Applications Programmer – Senior

Minimum/General Experience: Minimum nine years’ experience in Information Technology, with seven years specialized in applications programming, knowledge of computer equipment, and ability to develop software in computer technologies including but not limited to C, C++, Visual Basic and Object Oriented Design, to satisfy design objectives. Demonstrated ability to work independently, or under general direction only. With MS, seven years’ general experience in Information Technology, with five years’ specialized in applications programming.

Functional Responsibility: Analyzes functional applications and design specifications. Translates computer design into software; tests, debugs, and refines software to produce product. Prepares documents for software and test design. Develops block diagrams and logic flow charts. Enhances software to reduce operating time or improve efficiency. Be able to provide technical direction to programmers to ensure program deadlines are met.

Minimum Education: Bachelor’s in Computer Science, Information Systems, Engineering, Business, or other related discipline.

5. Computer Security Specialist – Junior

Minimum/General Experience: At least one year’ general experience is concentrated, hands-on experience in all aspects of the specific area(s) of Security required by an actual Statement of Work, or Statement of Need.

Functional Responsibility: Analyzes general computer security-related technical problems and provides engineering, and technical support in solving these problems.
Configures testbeds and conducts testing, records, and analyzes results, and provides recommendations for improvements for the products/systems under test.

Areas of focus include Guard, Firewall, Secure Network Server, PCMCIA format security solutions, “Smart Cards”, and emerging technologies, and future trends. Supports the integration of INFOSEC solutions and technologies into networks with particular attention to protocols, interfaces, and system design.

**Minimum Education:** Bachelor’s degree in electrical, electronic or computer engineering; computer science, or a related field.

6. **Computer Security Specialist – Mid**

**Minimum/General Experience:** Minimum of three years’ experience, of which at least two must be specialized experience including system security analysis, and implementation design assurance or testing for INFOSEC products and systems, integration or testing for INFOSEC products and systems. Experience in heterogeneous computer networking technology and work in protocol, and/or interface standards specification is recommended. General experience includes system engineering, electrical design, software engineering, program design, and implementation, configuration management, or maintenance.

**Functional Responsibility:** An individual knowledgeable and experienced in all aspects of Security. Has extensive experience in the specific security discipline(s) described in an actual Statement of Work or Statement of Need. Demonstrates good oral and written communication skills.

Conducts testing, records, and analyzes results, and provides recommendations for improvements for the products/systems under test. Areas of focus include Guard, Firewall, Secure Network Server, PCMCIA format security solutions, “Smart Cards”, and emerging technologies and future trends. Supports the integration of INFOSEC solutions and technologies into networks with particular attention to protocols, interfaces, and system design.

**Minimum Education:** Bachelor’s in electrical, electronic or computer engineering, computer science, or a related field.

7. **Computer Security Specialist – Senior**

**Minimum/General Experience:** Six years’ specialized experience in numerous, highly specialized Information Technology disciplines involving a wide range of hardware/software solutions. At least three years’ General Experience is concentrated, hands-on experience in all aspects of the specific area(s) of Security required by an actual Statement of Work or Statement of Need.

**Functional Responsibility:** Analyzes general computer security-related technical problems and provides engineering and technical support in solving these problems. Configures testbeds and conducts testing, records, and analyzes results, and provides recommendations for improvements for the products/systems under test. Areas of focus include Guard, Firewall, Secure Network Server, PCMCIA format security solutions, “Smart Cards”, emerging technologies, and future trends. Supports the integration of INFOSEC solutions and technologies into networks with particular attention to protocols, interfaces, and system design.
Minimum Education: Bachelor’s degree in electrical, electronic or computer engineering; computer science; or a related field.

8. **Database Management Specialist – Junior**

Minimum/General Experience: Four years’ experience, of which at least two years’ must be specialized experience including demonstrated experience using current DBMS technologies, application design utilizing various DBMS and experience with DBMS internals. Demonstrated ability to work independently or under only general direction.

Functional Responsibility: Participates in the design of database projects, defines file organization, indexing methods and security procedures for specific user applications.

Minimum Education: Bachelor’s degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

9. **Database Management Specialist-Mid**

Minimum/General Experience: Minimum seven years’ experience in Information Technology with five years’ specialized, including experience as an applications programmer on database management systems including but not limited to Oracle, Sybase, Access and knowledge of computer equipment and ability to develop complex software to satisfy design requirements, and objectives. Demonstrated ability to work independently, or under general direction only.

Functional Responsibility: Manages the development of database projects. Plans and budgets staff, and database resources. When necessary, reallocates resources to maximize benefits. Performs backup, fine tuning and upgrades to DBMS. Prepares and delivers presentations on DBMS concepts. Provides daily supervision and direction to support staff.

Minimum Education: Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related disciplines. With Master’s degree, four years’ general experience in Information Technology is required, with one year’ specialized experience in Database Management.

10. **Database Management Specialist – Senior**

Minimum/General Experience: Minimum 12 years’ experience in Information Technology with seven years’ specialized including demonstrated experience using state-of-the-art DBMS technologies, applications design utilizing various DBMS including but not limited to Oracle, Sybase, Access, and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction.

Functional Responsibility: Provides highly technical expertise in the use of DBMS. Performs backup, fine tuning and upgrades to DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods and security procedures for specific user applications.

Minimum Education: Bachelor’s degree in computer science, information systems, engineering, business, or related discipline. With a Master’s degree, ten years’ general experience in Information Technology, of which seven are specialized in Database Management is required.
11. **IT Specialist – Junior**

**Minimum/General Experience:** Two years’ experience with specific software or equipment specified in an actual Statement of Work, or Statement of Need.

**Functional Responsibility:** An individual knowledgeable in Information Technology. Has experience in the specific Information Technology discipline(s) described in an actual Statement of Work or Statement of Need. Demonstrates good oral, and written communication skills.

Duties may include, but are not limited to design, coding, testing, system administration, tools support, configuration management, technical areas of C++ programming, etc.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

12. **IT Specialist – Mid**

**Minimum/General Experience:** Four years’ experience with specific software, or equipment specified in an actual Statement of Work, or Statement of Need.

**Functional Responsibility:** An individual knowledgeable in Information Technology. Has experience in the specific Information Technology discipline(s) described in an actual Statement of Work or Statement of Need. Demonstrates good oral and written communication skills. Duties may include, but are not limited to design, coding, testing, system administration, tools support, configuration management, and technical areas of C++ programming, etc.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

13. **IT Specialist – Senior**

**Minimum/General Experience:** Six years’ experience with specific software or equipment specified in an actual Statement of Work, or Statement of Need.

**Functional Responsibility:** An individual knowledgeable in Information Technology. Has experience in the specific Information Technology discipline(s) described in an actual Statement of Work or Statement of Need. Demonstrates good oral and written communication skills. Duties may include, but are not limited to design, coding, testing, system administration, tools support, configuration management, and technical areas of C++ programming, etc.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

14. **Help Desk Specialist**

**Minimum/General Experience:** Minimum of one year’ related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

**Functional Responsibility:** Provides phone and desk-side IT support to users in the areas of e-mail set-up, configuration, updating user directories, installing standard Windows
desktop applications and other IT applications that may be custom developed. Serves as the initial point of contact for troubleshooting hardware/software PC and computer peripheral problems for IT equipment to include but not limited to network and personal printers, fax machines, copiers, and communication devices as approved by the client. May also provide support for computer operations, moving and installing IT equipment, computer cabling, and installation of approved off-the-shelf (COTS) Products.

**Minimum Education:** Associate degree in computer science, information systems, engineering, business or other related scientific, or technical discipline.

15. **Help Desk Specialist II**

**Minimum/General Experience:** Bachelor’s degree and up to two years’ related hands-on experience with the specific equipment, software.

**Functional Responsibility:** Provides phone and in-person support to users in the areas of e-mail, directories, standard. Serves as the initial point of contact for troubleshooting hardware/software PC and computer peripheral problems. Be able to operate a manual, or automated help desk system. May also provide support in the more technical disciplines of Information Technology such as computer operations, moving and installing equipment, computer cabling, and software installation.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business or other related scientific, or technical discipline, and two years’ experience.

16. **Help Desk Specialist III**

**Minimum/General Experience:** Bachelor’s degree and up to three years’ related hands-on experience with the specific equipment, software.

**Functional Responsibility:** Provides expert phone and in-person support to users in the areas of e-mail, directories, standard. Serves as the second tier point of contact for troubleshooting PC and computer peripheral problems. Be able to operate a manual or automated help desk system. May also provide support in the more technical disciplines of Information Technology such as computer operations, moving and installing equipment, computer cabling, and software installation.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

17. **Help Desk Specialist IV**

**Minimum/General Experience:** Bachelor’s degree and up to five years’ related hands-on experience with the specific equipment, software.

**Functional Responsibility:** Provides expert phone and desk side support to users. Serves as the second tier point of contact for troubleshooting PC and computer peripheral problems. May also provide support in the higher technical disciplines of Information Technology. Be able to lead a team of junior help desk professionals.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, or other related scientific or technical discipline.
18. **Network Engineer Junior**

**Minimum/General Experience:** Minimum four years’ experience in Information Technology of which two years must be specialized including protocol analysis, communication network system design and maintenance, and knowledge of communication protocols and devices such as bridges, routers, and gateways. General experience in Information Technology includes aspects of communication networks planning, installation and support.

**Functional Responsibility:** Provides support to users in the areas of network operations, configuration, network monitoring and setup. Serves as the point of contact for troubleshooting network problems.

**Minimum Education:** Bachelor’s degree in computer science, information systems, business, or other related discipline and two years’ experience.

19. **Network Engineer Mid**

**Minimum/General Experience:** Minimum six years’ experience in Information Technology of which four years’ must be specialized including protocol analysis, communication network system design and maintenance, and knowledge of communication protocols and devices such as bridges, routers, and gateways. General experience in Information Technology includes aspects of communication networks planning, installation, and support.

**Functional Responsibility:** Provides support to users in the areas of network operations, configuration, network monitoring and setup. Serves as the point of contact for troubleshooting network problems. Assists in conducting site surveys. Assesses and documents current site network configuration, and user requirements. Works with network installation team. Prepares site installation and test reports. Gives direction to junior members of the team.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related scientific or technical discipline and four years’ experience.

20. **Network Engineer – Senior**

**Minimum/General Experience:** Minimum eight years’ experience in Information Technology of which six years’ must be specialized including protocol analysis, communication network system design and maintenance, and knowledge of communication protocols and devices such as bridges, routers, and gateways. Master’s degree with six years’ experience in Information Technology with four years’ specialized in Network Engineering.

General experience in Information Technology includes aspects of communication networks planning, installation and support.

**Functional Responsibility:** Conducts site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Follows engineering plan and site installation Technical Design Packages. Develops installation schedules. Works with network installation team. Assists in preparation of drawing and documenting configuration changes at each site. Prepares site installation, and test reports. Gives direction to junior members of the team.
Minimum Education: Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or related discipline.

21. Technical Writer I

Minimum/General Experience: Minimum three years’ related hands-on experience in technical writing documentation.

Functional Responsibility: Assists in collecting and organizing information required for preparation of user’s manuals, training materials, installation guides, proposals and reports related to Information Technology. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents.

Minimum Education: Bachelor’s degree in English, literature, or other related discipline. This position requires a minimum of three years’ experience, of which at least one year must be specialized experience including demonstrated experience in editing documents, including technical documents. Demonstrated ability to work independently or under only general direction.

22. Technical Writer II

Minimum/General Experience: At least five years’ related hands-on experience in technical writing, documentation.

Functional Responsibility: Assists in collecting and organizing information required for preparation of user’s manuals, training materials, installation guides, proposals and reports related to Information Technology. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents.

Minimum Education: Bachelor’s degree in English, literature, or other related discipline. This position requires a minimum of five years’ experience, of which at least two years must be specialized experience including demonstrated experience in editing documents, including technical documents. Demonstrated ability to work independently or under only general direction.

With a master’s degree two years’ general experience, of which at least one must be specialized experience is required.

23. Documentation Specialist

Minimum/General Experience: Minimum of two years’ experience, of which at least one must be specialized experience including preparing Information Technology related technical documentation, which is to include researching for applicable government and industry Information Technology documentation experience. Demonstrated ability to work independently, or as part of a team.

Functional Responsibility: Must have working knowledge of using the internet and have research capabilities. Should be able to gather information and maintain documentation using tools such as MS Word; Excel, World Wide Web, and analyze and composes technical information into MS Word documents or excel spreadsheets as needed. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents for technical and non-technical personnel.

Minimum Education: Associate degree in English, literature or other related discipline is required.
24. **Training Specialist**

**Minimum/General Experience:** Minimum of four years’ experience, of which at least two years’ must be specialized experience including experience in developing and providing Information Technology (IT) training similar to that specified in an actual Statement of Work or Statement of Need.

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

**Minimum Education:** Bachelor’s degree in any discipline.

25. **Training Specialist II**

**Minimum/General Experience:** Minimum of six years’ experience, of which at least two years’ must be specialized experience including experience in developing and providing Information Technology (IT) training similar to that specified in an actual Statement of Work or Statement of Need.

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

**Minimum Education:** Bachelor’s degree in any discipline with six years’ experience.

26. **Tester I**

**Minimum/General Experience:** Up to five years' progressive experience in the field of software or hardware operations. At least three years' general experience is concentrated hands-on experience in the specific discipline(s) of Information Technology required by an actual Statement of Work or Statement of Need. The experience shall be with the specific equipment, software or other requirement specified in an actual Statement of Work or Statement of Need.

**Functional Responsibility:** Provides expert support in the technical disciplines of Information Technology, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works independently or as a member of a team.

**Minimum Education:** Bachelor’s degree in any discipline and up to five years’ experience.

27. **Tester II**

**Minimum/General Experience:** Up to seven years' progressive experience in the field of software or hardware operations. At least three years’ general experience is concentrated hands-on experience in the specific discipline(s) of Information Technology required by an
actual Statement of Work or Statement of Need. The experience shall be with the specific equipment, software or other requirement specified in an actual Statement of Work, or Statement of Need.

**Function:** Provides expert support in the technical disciplines of Information Technology, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works independently, or as a member of a team.

**Minimum Education:** Bachelor’s degree in any discipline and up to seven years’ experience.

28. **Tester III**

**Minimum/General Experience:** Eight or more years’ experience with specific software or equipment specified in an actual Statement of Work, or Statement of Need.

**Functional Responsibility:** An individual knowledgeable in Information Technology. Has experience in the specific Information Technology discipline(s) described in an actual Statement of Work or Statement of Need. Demonstrates good oral and written communication skills. Be able to lead team and report to project manager. Duties may include, but are not limited to design, coding, testing, system administration, tools support, configuration management, technical areas of applications engineering, and programming. Must be able to lead a team of junior staff members.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related scientific or technical discipline. Eight years’ experience in related field.

29. **Systems Analyst I**

**Minimum/General Experience:** Four years’ experience in Information Technology in areas of analysis and design of business applications, use of programming languages and DBMS.

**Functional Responsibility:** Analyzes system requirements in accordance with design concept and standards, develops and reviews program documents to ensure adherence to requirements and progress in accordance with schedules. Coordinates with project manager to ensure problem resolution, and user satisfaction. Makes recommendations, for approval of major systems installations. Prepares milestone status reports, delivers presentations on system concept.

**Minimum Education:** Bachelor’s degree and four years’ related experience in Information Technology in areas of analysis and design of business applications, use of programming languages and DBMS.

30. **Systems Analyst II**

**Minimum/General Experience:** Seven years’ experience in Information Technology in areas of analysis and design of business applications, use of programming languages and DBMS.

**Functional Responsibility:** Analyzes system requirements in accordance with design concept and standards, develops and reviews program documents to ensure adherence to requirements and progress in accordance with schedules. Be able to lead the team in this discipline. Report to project
manager with problem resolution and user satisfaction. Makes recommendations, for approval of major systems installations. Prepares milestone status reports, delivers presentations on system concept.

**Minimum Education:** Bachelor’s degree and six or more years’ related experience in Information Technology in areas of analysis and design of business applications, use of programming languages, and DBMS.

### 31. Quality Assurance Specialist

**Minimum/General Experience:** Minimum eight years’ experience in Information Technology with five years’ specialized in areas of analysis and design of business applications, use of programming languages and DBMS. Knowledge of current storage and retrieval methods. Ability to formulate specifications for programmers to use in coding, testing, and debugging. Proven understanding of documentation standards. Master’s degree with five years’ general experience in Information Technology, and two year specialized in Quality Assurance.

**Functional Responsibility:** Provides direction for personnel performing SW development tasks. Reviews work for correctness, adherence to design concept and standards, program documents to ensure adherence to requirements and progress in accordance with schedules. Coordinates with project manager to ensure problem resolution and user satisfaction. Makes recommendations, for approval of major systems installations. Prepares milestone status reports, delivers presentations on system concept.

**Minimum Education:** Bachelor’s degree in Computer Science, Engineering, Information Systems, Business, or related discipline.

### 32. IT Technician

**Minimum/General Experience:** Minimum one year’ related experience.

**Functional Responsibility:** An individual knowledgeable in Information Technology. Has experience in the specific Information Technology discipline(s) described in an actual Statement of Work or Statement of Need. Demonstrates good oral, and written communication skills.

Provides support in the less technical disciplines of Information Technology, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control, and software installation. Works as a member of a team.

**Minimum Education:** Associate degree.

### 33. IT Technician II

**Minimum/General Experience:** Bachelor’s or four years’ specialized. Experience with basic IT terminology and usage, records/forms, procedures. Experience operating IT equipment and quality control.

**Functional Responsibility:** An individual knowledgeable in Information Technology. Has experience in the specific Information Technology discipline(s) described in an actual Statement of Work or Statement of Need. Demonstrates good oral and written communication skills.
Provides user support in technical disciplines of Information Technology, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works as a member of a team.

**Minimum Education:** Bachelor’s degree

### 34. IT Technician III

**Minimum/General Experience:** Up to six years’ related hands-on experience with the specific equipment, software.

**Functional Responsibility:** Provides hands on and phone support to users in the areas of e-mail, directories, standard. Serves as the initial point of contact for troubleshooting hardware/software PC, and computer peripheral problems. May also provide support in the more technical disciplines of Information Technology such as computer operations, moving and installing equipment, computer cabling, and software installation.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related scientific or technical discipline, and two years’ experience.

### 35. IT Technician IV

**Minimum/General Experience:** Seven plus years’ progressive experience in the field of software or hardware operations. At least three years’ general experience is concentrated hands-on experience in the specific discipline(s) of Information Technology required by an actual Statement of Work or Statement of Need. The experience shall be with the specific equipment, software or other requirement specified in an actual Statement of Work or Statement of Need.

**Functional Responsibility:** Provides expert support in the technical disciplines of Information Technology, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control, and software installation. Works independently or as a member of a team.

**Minimum Education:** A Bachelor’s degree in any discipline.

### 36. Call Center Representative I

**Minimum/General Experience:** Minimum one year’ experience with basic technical terminology and usage, records/forms, procedures. Experience operating office machines, on-line, and over the phone response to customer inquiries.

**Functional Responsibility:** An individual knowledgeable in basic Information Technology terminology and has a knowledge of MS Office software such as MS Word and Excel. Demonstrates good oral and written communication skills and demonstrates an ability to prepare MS Word documents or simple spreadsheets if needed. Must be able to use email to receive and respond to customer inquiries and document issues in Call Tracking software accurately. Have customer service skills and excellent communication capabilities. Attend to customer calls and queries for information, respond to customer requests via phone, fax, and email. Works as a junior member of a team.
Minimum Education: Associate degree and one year’ specialized experience in customer service. Excellent oral and written communication skills.

37. **Call Center Representative II**

Minimum/General Experience: Minimum three years’ experience with basic technical terminology and usage, records/forms, procedures. Experience operating office machines, on-line and over the phone response to customer inquiries.

Functional Responsibility: An individual knowledgeable in basic Information Technology terminology and has a good working knowledge of MS Office applications such as MS Word and Excel. Demonstrates strong oral and written communication skills and can prepare MS Word documents or spreadsheets by using MS Office software. Must be able to use email to receive and respond to customer inquiries and document issues in Call Tracking software accurately. Have customer service skills, and excellent communication capabilities. Attend to customer calls and queries for information, respond to customer requests via phone, fax, and email. Works as a mid-level member of a team.

Minimum Education: Associate degree and three years’ specialized in customer service. Excellent oral, and written communication skills.

38. **Call Center Representative III**

Minimum/General Experience: Up to four years’ experience with basic technical terminology and phone response to customer inquiries.

Functional Responsibility: An individual with strong knowledge of Information Technology terminology and has strong knowledge of MS Office applications to include but not limited to MS Word, Excel, Power Point. Must have strong oral and written communication skills and have the ability to prepare documents or spreadsheets by using MS Office software. Must be able to use email to receive and respond to customer inquiries and document issues in Call Tracking Software accurately. Have customer service skills, and excellent communication capabilities. Attend to customer calls and queries for information, respond to customer requests via phone, fax, and email, Works as a senior member of a team.

Minimum Education: Associate degree and Up to four years’ specialized in customer service. Excellent oral, and written communication skills.

39. **Functional Expert I**

Minimum/General Experience: With a Bachelor’s degree, at least six years’ related experience. With a Master’s degree, four years’ related experience. With a PhD, two years’ related experience.

Functional Responsibility: This specialized category will be filled with an individual with the specialized knowledge, skills, and abilities necessary to meet the requirements specified in an actual Statement of Work or Statement of Need.

Individual will work directly with customer management to apply advanced principles, theories, and concepts to a wide range of work in the areas of planning, deployment, operation and/or enhancement of advanced telecommunications and information technology systems networks. Work on complex problems and provide solutions that are innovative and often involve re-evaluation of established theories and practices, leading to new and creative solutions to problems. Provide practical guidance on deployment.
planning for new network/service rollouts and for transition from existing networks. Develop alternative technical solutions in situations where customer has conflicting advice. Provide functional guidance, supervision, technical support, training, and quality assurance / quality control as well as other requirements

**Minimum Education:** Bachelor’s degree in a related field.

### 40. Functional Area Expert

**Minimum/General Experience:** Bachelor’s at least ten years’ experience, or Master’s degree and six years’ experience, or PhD plus four years’ general IT experience, including formal training and three years’ experience in BPR methods, plus training, and one year’ experience in enterprise applications.

**Functional Responsibility:** Recognized for strong expertise in industry issues and trends related to information technology systems networks. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an Information Technology organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Work with senior managers and executives to provide industry vision, and strategic direction with regard to their enterprise. Guide the determination of information technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet organizational goals.

### 41. Systems Engineer I

**Minimum/General Experience:** Twelve or more years’ experience as a systems engineer integration, and development. Have experience with several automated processing architectures, and platforms. Be able to work independently in an integrated environment.

**Functional Responsibility:** Performs architecture, design, and requirements analysis using systems engineering tools. Performs business rules analysis and design. Has experience with roll-out of large distributed systems and application architecture, and engineering experience. Must have good communication skills and be able to lead.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related scientific or technical discipline, and 12 or more years’ experience.

### 42. Systems Engineer II

**Minimum/General Experience:** Up to 15 years’ experience in integration and development. Have experience with several automated processing architectures, and platforms. Be able to work independently in an integrated environment. Be able to lead a team, and report to senior management.

**Functional Responsibility:** Performs architecture, design, and requirements analysis using systems engineering tools. Performs business rules analysis and design. Experienced with roll-out of large distributed systems and application architecture, and engineering experience. Must have good communication skills and be able to lead.

**Minimum Education:** Bachelor’s degree with fifteen years’; Master’s degree with thirteen years’; PhD with twelve years’ experience. Degree disciplines of computer science,
information systems, engineering, business, or other related scientific, or technical discipline.

43. **Systems Administrator**

**Minimum/General Experience:** Ten years’ experience as a systems engineer integration, and development. Have experience with several automated processing architectures and platforms. Be able to work independently in an integrated environment.

**Functional Responsibility:** Performs architecture, design, and requirements analysis using systems engineering tools. Performs business rules analysis and design. Has experience with roll-out of large distributed systems, application architecture, and engineering experience. Must have good communication skills.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related scientific or technical discipline with ten or more years’ experience.

44. **Systems Architect**

**Minimum/General Experience:** Nine years’ overall experience with three or more years’ specific technology/architecture experience as well as evidence of technical skills such as knowledge of SUN platforms and operating systems, knowledge of Internet/Web Systems, ability to architect a Web Services Capability, knowledge of Secure Socket Layer Strategies/Issues, etc. as needed to satisfy requirements specified in an actual Statement of Work or Statement of Need.

**Functional Responsibility:** Conceptualizes, designs, and develops total system/product solutions for information technology and/or engineering/manufacturing processes. Translates customer and organizational objectives and critical success factors into actionable business, organization, and technology strategies. Creates information technology plans based on an understanding of the customer’s organization, strategic direction, technology context, and business needs. Architects, designs, and develops integrated business/engineering systems and products to support achievement of the customer’s goals. Controls project requirements, scope, and change management issues. Assists leadership in determining tactical and strategic direction of the organization. Remains current on emerging tools, techniques, and technologies.

**Minimum Education:** Master’s degree in any field.

45. **Principal Systems Architect**

**Minimum/General Experience:** Minimum of ten years’ experience, of which at least seven must be specialized experience including supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF, IX, entity relationship diagrams and other design techniques), object-oriented principles, and experience with the logically and physically functional, operational and technical architecture of large and complex information systems. General experiences include increasing responsibilities in systems engineering. With a PhD (in the fields described above), eight years’ general experience, of which at least six must be specialized experience, is required. With a bachelor’s degree in computer science, information systems, engineering, or other related scientific or technical discipline and 12 years’ general experience, a master’s degree, and ten years’ general experience.
**Functional Responsibility:** Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, ad profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform/software application. Analytically and systematically evaluates problems in workflows, organization, and planning, and develops appropriate corrective action. Provides daily supervision and direction to staff.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, or other related scientific or technical discipline.

46. **Configuration Management Specialist**

**Minimum/General Experience:** Ten years’ experience as an expert integration and development. Have experience with several automated processing architectures and platforms. Be able to work independently in an integrated environment.

**Functional Responsibility:** Be able to provide information management systems consulting, computer installation and maintenance support services. Be well knowledgeable in Configuration management tools and technologies and be able to develop CM policies.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related scientific or technical discipline with up to ten years’ experience.

47. **Infrastructure Specialist**

**Minimum/General Experience:** Four years’ experience with specific software or equipment specified in an actual Statement of Work, or Statement of Need.

**Functional Responsibility:** Conceptualizes, designs, constructs, tests, implements and optimizes basic infrastructure systems that enable, and/or support business, and/or engineering/manufacturing functions. Defines scope, plans and deliverables for assigned projects. Collects, identifies, defines, and organizes detailed user requirements. Coordinates with others to ensure plans and identified solutions meet customer needs and expectations. Work products may include integrated networks, hardware and software solutions, distributed computing solutions, physical, and logical communications networks, and/or monitoring of performance to enhance functionality, reliability, or usability. Remains current on emerging tools, techniques, and technologies.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, or a related technical discipline.
48. **Project Lead / Team Lead**

**Minimum/General Experience:** Five years’ experience with at least two years’ experience related to IT design and management, in a lead or management capacity.

**Functional Responsibility:** Serves as a Project Lead or Team Lead. Duties may include, but are not limited to coordinating of staffing and work schedule, creating, and submitting reports, maintaining records of hours worked, supervising project tasks to ensure accuracy, and/or timely completion, monitoring of staff performance, etc. to satisfy requirements specified in an actual Statement of Work or Statement of Need.

**Minimum Education:** Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

49. **Project Manager**

**Minimum/General Experience:** Minimum 12 years’ ADP experience of increasing responsibilities in IT design and management. With Master’s degree, ten years’ ADP experience of increasing responsibilities in IT design and management. With PhD, eight years’ ADP experience of increasing responsibilities in IT design and management.

**Functional Responsibility:** Serves as Project Manager for large, complex task orders. Assist Program Manager in working with Government Contracting Officers, representatives, and management personnel and customer agency representatives. Works under guidance of Program Manager and is responsible for overall management of specific task orders and ensuring that technical solutions, and schedules are implemented in a timely fashion. Performs integration planning and interfaces to other functional systems.

**Minimum Education:** Bachelor's in Computer Science, Information Systems, Engineering, Business, or other related disciplines.

50. **Project Manager II**

**Minimum/General Experience:** Up to 20 years’ ADP experience of increasing responsibilities in IT design and management. With Master’s degree, 12 years’ ADP experience of increasing responsibilities in IT design and management. With PhD, ten years’ ADP experience of increasing responsibilities in IT design and management.

**Functional Responsibility:** Serves as Project Manager for large, complex task orders. Manages one or more projects and assists Program Manager in working with Govt. Contracting Officers, representatives and management personnel and customer agency representatives. Works independently or under guidance of Program Manager and is responsible for overall management of specific task orders and ensuring that technical solutions and schedules are implemented in a timely fashion. Performs integration planning and interfaces to other functional systems.

**Minimum Education:** Bachelor's in Computer Science, Information Systems, Engineering, Business, or other related disciplines.

51. **Computer Operator Jr.**

**Minimum/General Experience:** Minimum one year’ experience with an Associate degree. Experience must be in specific Information Technology discipline(s) described in an actual
Statement of Work or Statement of Need. Demonstrates good oral and written communication skills.

**Functional Responsibility:** Duties may include, but are not limited to design, coding, testing, system administration, tools support, configuration management, technical areas of programming, etc.

**Minimum Education:** Associate degree, one year’ experience with specific software or equipment as specified in an actual Statement of Work or Statement of Need.

52. **Computer Operator Mid.**

**Minimum/General Experience:** Bachelor’s degree is desired but not required. Up to three years’ experience in specific Information Technology discipline(s), using hardware and software tools as described in an actual Statement of Work. Demonstrates good oral and written communication skills.

**Functional Responsibility:** Duties may include, but are not limited to design, coding, testing, system administration, tools support, configuration management, technical areas of programming etc.

**Minimum Education:** Associate degree and up to three years’ experience with specific software or equipment specified in an actual Statement of Work. A bachelor’s degree in computer science, information systems, engineering, business, or other related scientific or technical discipline is desirable.

53. **Computer Operator Sr.**

**Minimum/General Experience:** Bachelor’s degree is desired but not required. Up to four years’ experience in specific Information Technology discipline(s), using hardware and software tools as described in an actual Statement of Work. Demonstrates good oral and written communication skills.

**Functional Responsibility:** Provides expert support in the technical disciplines of IT, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control, and software installation. Works independently, or as a member of a team. Duties may also include coding, testing, and system administration.

**Minimum Education:** Bachelor’s and up to four years’ experience in technical environment.

54. **Applications Maintenance & Graphic Specialist**

**Minimum/General Experience:** With Associate degree in science or business, three years’ general experience in Information Technology is required, of which two must be specialized in applications maintenance and graphics support. With a Bachelor’s in any field, one year’ general experience in Information Technology is required. Requires competence in Computer skills, using state-of-the-art graphics software, and preparation of presentation graphics.

**Functional Responsibility:** Directly supports the Program or Project Manager by maintaining existing applications, files, schedules, by inputting data, generating reports, and preparing outputs. Assists in preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents.
Maintains existing applications by using skills in Office Applications. Responsible for integrating the graphics generated with automated tools and deliverable documents. Works with limited supervision and direction and uses judgment in problem solving.

Minimum Education: Associate degree with three years' project experience, of which two must be specialized in duties same to those listed above.

55. Application Maintenance & Graphics Specialist Mid

Minimum/General Experience: With Associate degree in science or business, four years' general experience in Information Technology is required, of which two to three must be specialized in applications maintenance and graphics support. With a Bachelor's degree in any field, two to three years' general experience in Information Technology is required. Requires competence in Computer skills, using state-of-the-art graphics software, and preparation of presentation graphics.

Functional Responsibility: Directly supports the Program or Project Manager by maintaining existing applications, files, schedules, by inputting data, generating reports, and preparing outputs. Assists in preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality, and enhance the usability of these documents. Maintains existing applications by using skills in Office Applications. Responsible for integrating the graphics generated with automated tools, and deliverable documents. Works with limited supervision and direction and uses judgment in problem solving.

Minimum Education: Associate degree with four to five years' project experience of which two to three must be specialized in using state-of-the-art graphics software and preparation of presentation graphics. Bachelor's degree with two to three years' project experience in using state-of-the-art graphics software and preparation of presentation graphics.

56. Application Maintenance & Graphics Specialist Sr.

Minimum/General Experience: With Associate degree in science or business, six or more years' general experience in Information Technology is required, of which three must be specialized in applications maintenance and graphics support. With a Bachelor's degree in any field, six years' general experience in Information Technology is required. Requires competence in Computer skills, using state-of-the-art graphics software, and preparation of presentation graphics.

Functional Responsibility: 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 equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance. Frequently reports to a department manager or information systems management.

Minimum Education: Associate degree with six or more years’ project experience of which three must be specialized in using state-of-the-art graphics software and preparation of presentation graphics.
Bachelor’s degree with six years’ project experience in using state-of-the-art graphics software and preparation of presentation graphics.

57. **Planning Specialist, I**

**Minimum/General Experience:** Bachelor’s degree or must have up to four years’ experience with at least two specialized in planning and logistics. This individual must be knowledgeable in IT and have experience in planning, logistics, configuration management of logistics files, administration, and knowledge of information technology tools.

**Functional Responsibility:** This individual will plan and process events, conferences, prepare conference materials, assist project manager in integrating and preparing graphics, and delivering documents in a timely manner.

**Minimum Education:** Bachelor’s degree or minimum four years’ IT experience with two years’ specialized.

58. **Planning Specialist II**

**Minimum/General Experience:** Bachelor’s degree or must have up to six years’ experience with at least four specialized in planning and logistics. This individual must be knowledgeable in IT and have experience in planning, logistics, configuration management of logistics files, administration, and knowledge of information technology tools.

**Functional Responsibility:** This individual will plan and process events, conferences, prepare conference materials, assist project manager in integrating and preparing graphics and delivering documents in a timely manner.

**Minimum Education:** Bachelor’s degree or minimum six years’ IT experience with four years’ specialized.

59. **Planning Specialist III**

**Minimum/General Experience:** Bachelor’s degree or must have eight or more years’ experience with at least 5 specialized in planning and logistics. This individual must be knowledgeable in IT and have experience in planning, logistics, configuration management of logistics files, administration, and knowledge of information technology tools.

**Functional Responsibility:** This individual will plan and process events, conferences, prepare conference materials, assist project manager in integrating and preparing graphics, and delivering documents in a timely manner.

**Minimum Education:** Bachelor’s degree or have eight or more years’ IT experience with five years’ specialized.

60. **Program Manager/Director**

**Minimum/General Experience:** Having up to and possibly exceeding 25 years’ experience, this individual plays a key role in the success of the program and bears responsibility of ensuring customer IT requirements are delivered successfully, within time and budget constraints. This role also assesses the client's IT business needs and recommends
solutions. They use in-depth consulting skills and Customer Relationship Management knowledge aligned to business objectives and processes to analyze their client’s IT business needs, formulate hypotheses, and test conclusions to determine appropriate solutions.


**Minimum Education:** Up to and possibly exceeding 25 years’ experience of progressive accomplishment managing and implementing large, complex information technology systems.

61. **Data Miner Jr.**

**Minimum/General Experience:** An individual in this role assists the senior data mining professionals to translate IT business needs into a data mine that will be the basis for a solution that closely aligns with the IT business requirements. They are knowledgeable in the repetitive process of refining data into precise data mining which specify entities, attributes, and relationships between the data. They create the logical data bases and assist the database administrator with the translation of the logical mining into a workable physical database. They interact with end users/client personnel via non-technical language to validate the data model using the user's frame of reference.

**Functional Responsibility:** Advise Logical Data Design, Advise on Data Standards and Mining, Advise on Metadata Management, Advise on Physical Data Models, Apply Data Mining Techniques, Architect Database - Enterprise Data, Implement Metadata Management, and Perform Data Mining.

**Minimum Education:** Bachelor’s degree – CS CIS, EE, Math, or equivalent technical studies. Minimum one year’ experience in area of specialization.

62. **Data Miner Mid**

**Minimum/General Experience:** An individual in this role assists the senior data mining professionals to translate IT business needs into a data mine that will be the basis for a solution that closely aligns with the IT business requirements. They are knowledgeable in the repetitive process of refining data into precise data mining which specify entities, attributes, and relationships between the data. They create the logical data bases and assist the database administrator with the translation of the logical mining into a workable physical database. They interact with end users/client personnel via non-technical language to validate the data model using the user's frame of reference.

**Functional Responsibility:** Advise Logical Data Design, Advise on Data Standards and Mining, Advise on Metadata Management, Advise on Physical Data Models, Apply Data Mining Techniques, Architect Database - Enterprise Data, Implement Metadata Management, and Perform Data Mining.

**Minimum Education:** Bachelor’s degree – CS, CIS, EE, Math, or equivalent technical studies. Minimum five – seven years’ experience in area of specialization.
63. **Data Miner Sr.**

**Minimum/General Experience:** An expert in his / her field, this individual is capable of leading junior professionals in his area of expertise. Translates IT business needs into a data mine that will be the basis for a solution that closely aligns with the IT business requirements. They are experts in the repetitive process of refining data into precise data mining which specify entities, attributes, and relationships between the data. They create the logical data bases and assist the database administrator with the translation of the logical mining into a workable physical database. They interact with end users/client personnel via non-technical language to validate the data model using the user's frame of reference.

**Functional Responsibility:** Advise Logical Data Design, Advise on Data Standards and Mining, Advise on Metadata Management, Advise on Physical Data Models, Apply Data Mining Techniques, Architect Database - Enterprise Data, Implement Metadata Management, and Perform Data Mining.

**Minimum Education:** Bachelor's degree - CS, CIS, EE, Math, or equivalent technical studies; Minimum 12 years’ experience in area of specialization.

64. **Purchase Analyst I**

**Minimum/General Experience:** Bachelor’s degree is required, the individual must 2 – three year’s experience in purchasing IT products. He / she acts as a purchase analyst and provides support in making accurate and competitive IT purchases in support of the statement of work. Analyses purchase requisites; Interacts with clients and vendors on prescribed matters. Has strong knowledge and ability to conduct market research, and analysis to ensure accurate purchasing. Knowledgeable in operations of applications. Keeps accurate track of purchases of hardware and software products; assists contracts managers in purchase of services. Applies technical knowledge to solve problems requiring some independent thinking.

**Functional Responsibility:** Process contracts and contract files, documents contract information, process closeout, reconcile financial records, and prepare contract forms.

**Minimum Education:** Bachelor’s degree and two to three year’s experience in Federal contracting and purchasing. Experience in the fields of Finance, Accounting, Business is required. Have experience in conducting market research for products, and services prices. Knowledgeable of accounting tools such as MS Excel.

65. **Purchase Analyst II**

**Minimum/General Experience:** Bachelor's degree and four – eight years’ experience in purchasing IT products. He / she acts as a purchase analyst and provides support in making accurate and competitive IT purchases in support of the statement of work. Analyses purchase requisites; Interacts with clients and vendors on prescribed matters. Has strong knowledge and ability to conduct market research and analysis to ensure accurate purchasing. Knowledgeable in operations of applications. Keeps accurate track of purchases of hardware and software products; assists contracts managers in purchase of services. Applies technical knowledge to solve problems requiring some independent thinking.
Functional Responsibility:  Process contracts and contract files, documents contract information, process closeout, reconcile financial records, and prepare contract forms.

Minimum Education:  Bachelor’s degree and four - eight years’ experience in Federal contracting and purchasing. Experience in the fields of Finance, Accounting, Business is required. Have experience in conducting market research for products and services prices. Knowledgeable of accounting tools such as MS Excel.

66. Business Analyst I

Minimum/General Experience: Individuals in this role design, develop and support application solutions to meet client requirements. They may design, develop and/or re-engineer application components, and integrate software packages, programs and reusable objects residing on multiple platforms. Individuals in this role also develop program specifications, perform testing, translate business requirements, use application development methodologies & tools, and use strategies for maintenance, use library management tools and programming languages.

Functional Responsibility: This individual works in a team environment or alone and has solid working knowledge of MS office and other IT tools; ability to use office automation tools such as MS word, excel, power point, to document business requirements so they can be developed into technical solutions or customized software applications. This person acts as a liaison between the technical and business professionals, and demonstrates a good ability to understand business requirements, supports the software or application design for which the business requirements are gathered, maintains the customer requirements by using library management tools, and maintains information in database tools to include but not limited to MS Access.

Minimum Education:  Bachelor’s degree – CS, CIS, EE, Telecom, or equivalent technical experience. Individual must have one to four years’ experience in coding, analysis, and design.

67. Business Analyst II

Minimum/General Experience: Individuals in this role design, develop and support application solutions to meet client requirements. They may design, develop and/or re-engineer application components, and integrate software packages, programs and reusable objects residing on multiple platforms. Individuals in this role also develop program specifications, perform testing, translate business requirements, use application development methodologies & tools, and use strategies for maintenance, use library management tools and programming languages.

Functional Responsibility:  This individual works in a team environment or alone and has very strong hands-on knowledge of MS office and other IT tools; strong ability to use office automation tools such as MS word, excel, and power point, to document business requirements so they can be developed into technical solutions or customized software applications. Performs analysis of IT requirements and works with the client to determine feasibility of the task. This person acts as a liaison between the SW developers and business professionals, and demonstrates a very strong ability to understand requirements, supports the software or application design for which requirements are gathered, and maintains the requirements by using library management, or database tools. Must have strong knowledge of tools such as MS Access database, Requirements Traceability tools.
Minimum Education: Bachelor’s degree – CS, CIS, EE, Telecom, or equivalent technical experience. Individual must have four - eight years’ experience in coding, analysis, and design.

68. Business Analyst III

Minimum/General Experience: Individuals in this role design, develop and support application solutions to meet client requirements. They may design, develop and/or re-engineer application components, and integrate software packages, programs and reusable objects residing on multiple platforms. Individuals in this role also develop program specifications, perform testing, translate business requirements, use application development methodologies & tools, and use strategies for maintenance, use library management tools and programming languages.

Functional Responsibility: This individual works as a lead in a team environment or provides expert support alone in performing Business Analysis functions. This person would have a very strong hands-on knowledge of office automation tools such as MS word, excel, and power point, MS Access database to document business requirements so they can be developed into technical solutions or customized software applications. Should have strong ability to perform analysis of IT requirements and independently determine feasibility of the task. This person acts as a liaison between the SW developers and business professionals, and demonstrates a very strong ability to understand requirements, supports the software or application design for which requirements are gathered, and maintains the requirements by using library management, or database tools. Must have strong knowledge of tools such as MS Access database, Requirements Traceability tools.

Minimum Education: Bachelor’s degree – CS, CIS, EE, Math or equivalent technical studies; 8 or more years’ industry experience: minimum five years’ in area of specialization and three year of project management.

69. ADP Specialist II

Minimum/General Experience: Up to three years’ specialized experience in Automated Data Processing using commercial automated word processing tools such as WordPerfect and Word, handling office procedures, and demonstrated ability to organize work and follow directions.

Functional Responsibility: Assists in preparation of Information Technology related management plans and reports. Coordinates schedules to facilitate deliverables, briefings, and presentations; prepares correspondence, coordinates travel, maintains personnel and other files. Assists in answering phones, directing callers and tracking messages. Assists in development, and review of program administrative operating procedures. Works under supervision of manager, or project lead.

Minimum Education: Associate degree and up to three year’ experience in office administration, filing documents and performing related administrative tasks.

70. ADP Specialist III

Minimum/General Experience: Bachelor’s degree or four to six years’ specialized experience in Automated Data Processing using commercial automated word processing
tools such as WordPerfect and Word, handling office procedures, and demonstrated ability to organize work and follow directions.

**Functional Responsibility:** Prepares Information Technology related management plans and reports. Coordinates schedules to facilitate deliverables, briefings, and presentations; prepares correspondence, coordinates travel, maintains personnel, and other files. Develops and reviews program administrative operating procedures. Leads and supervises junior members.

**Minimum Education:** Bachelor’s degree or four to six years’ experience in office administration, filing documents, and performing related administrative tasks.

### 71. IT Management Consultant

**Minimum/General Experience:** This role provides management consulting to client IT and Business Executives who are responsible for managing and delivering IT related services to their end user community or external customers. They define the business drivers and associated IT capabilities and services that are required, develop the IT capabilities, and implement the IT business management systems required to maintain IT value and service delivery. 


**Functional Responsibility:** Plans, coordinates, schedules, directs, and controls all engineering and technical support activities applicable to task execution. Reviews and evaluates all work performed. Ensures compliance with all management plans, policies, and procedures. Provides recommendations for resolution of technical problems.

**Minimum Education:** Bachelor’s degree – CS, CIS, EE, Math, or equivalent technical studies; Up to and possibly exceeding 20 years’ experience of progressive accomplishment managing and implementing large, complex information technology systems.

### 72. Technical Analyst I

**Minimum/General Experience:** Minimum three year experience in IT in areas of analysis and design of business applications, use of programming languages and DBMS.

**Functional Responsibility:** Analyzes system requirements in accordance with design concept and standards, develops and reviews program documents to ensure adherence to requirements and progress in accordance with schedules. Coordinates with project manager to ensure problem resolution and user satisfaction. Makes recommendations, for approval of major systems installations. Prepares milestone status reports, delivers presentations on system concept.

**Minimum Education:** Associate degree and three year related experience in Information Technology in areas of analysis and design of business applications, use of programming languages and DBMS.
73. Technical Analyst II

Minimum/General Experience: Six or more years’ experience in IT in areas of analysis and design of business applications, use of programming languages, and DBMS.

Functional Responsibility: Analyzes system requirements in accordance with design concept and standards, develops and reviews program documents to ensure adherence to requirements and progress in accordance with schedules. Coordinates with project manager to ensure problem resolution, and user satisfaction. Makes recommendations, for approval of major systems installations. Prepares milestone status reports, delivers presentations on system concept.

Minimum Education: Associate degree and six years related experience in Information Technology in areas of analysis and design of business applications, use of programming languages and DBMS.

74. Document Control Specialist I

Minimum/General Experience: Associate degree and experience in ADP using commercial automated IT/computer software such as Microsoft Office, handling office procedures, and demonstrated ability to organize work, and follow directions.


Minimum Education: Associate degree and one year’ experience in office administration, filing documents, and performing related administrative tasks.

75. Document Control Specialist II

Minimum/General Experience: Minimum two years’ experience in ADP using commercial automated IT/computer software such as Microsoft Office, handling office procedures, and demonstrated ability to follow directions.


Minimum Education: Associate degree and two years’ experience in document control and conversion. Two years’ post high-school training.

76. Document Control Specialist III

Minimum/General Experience: Minimum two years’ with Bachelor’s degree or equivalent work experience.

Functional Responsibility: Coordinates document control and conversion activities; uses multiple machines and workstations; may lead a small group of junior staff; troubleshoots
and resolves hardware problems, performs more complex functions, monitors quality and productivity of junior staff, performs highly complex control and conversion functions.

**Minimum Education:** Bachelor’s degree or equivalent work experience and at least two years’ experience in document control and conversion.

### 77. Document Preparation Specialist I

**Minimum/General Experience:** Associate degree.

**Functional Responsibility:** Performs routine document preparation functions in an IT production environment under the guidance of a team lead. Works in a team environment. Prepares documents for scanning; brochures, pamphlets for photocopying, and standardizes documents.

**Minimum Education:** Associate degree and one year experience in basic administrative functions.

### 78. Document Preparation Specialist II

**Minimum/General Experience:** Two years’ experience in a general office environment, performing office administrative and related functions.

**Functional Responsibility:** Works in a team environment and performs document preparation functions in an IT production environment, preparing documents for scanning and conversion functions using basic scanning equipment. Interacts with customer personnel and may guide junior team members. Performs more complex document preparation functions involving fragile documents or sensitive information.

**Minimum Education:** Associate degree and two years’ related experience.

### 79. Subject Matter Expert I

**Minimum/General Experience:** More than ten years’ experience in specific Information Technology discipline(s) providing leadership with large, complex systems modernization and best practice reengineering. Is specialized in area of leadership.

**Functional Responsibility:** Responsible for coordinating the management of all IT work performed on an individual task order. Acts as the central point of contact. Responsibilities may include, but not be limited to, the following: Providing competent leadership and responsible program direction through successful performance of a variety of detailed, diverse elements of project transitioning, Demonstrating competence using data from project management tools, Simultaneously planning and managing the transition of highly technical projects and directs completion of tasks within estimated time frames, and budget constraints.

Communications, both written and oral, with all levels of management and Government representatives, including but not limited to, BUYER Management, the CO, COTR and Lead Contracting Officer’s Technical Representative (Lead COTR).

**Minimum Education:** Bachelor’s degree – Contracts, Finance, Accounting, Business, or equivalent technical studies.
80. **Subject Matter Expert II**

**Minimum/General Experience:** Up to or more than 15 years’ experience in specific Information Technology discipline(s) providing leadership with large, complex systems modernization and best practice reengineering. Is specialized in area of leadership.

**Functional Responsibility:** Must be capable of planning, coordinating, and directing the activities of administrative, program control, and IT/technical personnel involved in providing services in fulfillment of the contract. Must have a thorough understanding and experience in the complete life-cycle of software. Must have knowledge and experience with plans, policies, standards, and methods aimed at the acquisition and support of software, and computer resources for Government systems. Must be capable of managing and controlling schedules and cost to provide on time, within budget, performance of all aspects of the contractual effort. Must be capable of providing direction for operations and ensuring compliance with all management policies, plans, and procedures. Must be capable of providing recommendations for resolution of technical problems.

Must at all times be a role model to subordinate employees, be a workforce motivator, and be a provider of constructive criticism.

**Minimum Education:** Bachelor’s degree – Contracts, Finance, Accounting, Business, or equivalent technical studies

81. **Subject Matter Expert III**

**Minimum/General Experience:** Up to or more than 20 years’ experience in specific Information Technology discipline(s) providing leadership with large, complex systems modernization, and best practice reengineering. Is specialized in area of leadership.

**Functional Responsibility:** This role assesses the client’s business needs and recommends solutions. They use in-depth consulting skills and Customer Relationship Management knowledge aligned to business objectives and processes to analyze their client’s IT business needs and formulate hypotheses and test conclusions to determine appropriate solutions. Develop Business Architecture, Perform Business Analysis, Perform Business Impact Analysis, Perform Financial Analysis, Perform GAP Analysis, Perform Situation Assessment, Perform Solutions Definition, Perform Transition Planning, and Perform Valuation & Justification.

**Minimum Education:** Bachelor’s degree - Contracts, Finance, Accounting, Business, or equivalent technical studies

82. **Records Management Specialist I**

**Minimum/General Experience:** One year’ experience in records management with basic IT technical terminology.

**Functional Responsibility:** Performs IT records management tasks under direction of a lead. Performs tasks as a team member and contributes to the success of the team. May oversee small teams of similarly qualified personnel performing IT records management.

**Minimum Education:** Associate degree and one year’ experience in records management.
83. **Records Management Specialist II**

**Minimum/General Experience:** Three years’ experience in IT records management with basic IT technical terminology.

**Functional Responsibility:** May perform more complex functions in IT records management; will operate IT equipment; maintain optimum production and delivers superior quality that requires minimal correction.

**Minimum Education:** Associate degree and three years’ experience in IT records management.

84. **Records Management Specialist III**

**Minimum/General Experience:** Associate degree or equivalent and at least three years’ experience or more in IT records management with basic IT technical terminology. Some experience in leading a small team of similarly skilled individuals.

**Functional Responsibility:** May function as a team lead of teams composed of clerical staff and IT records management personnel; performs complex functions; may provide training to junior staff, performs work with minimal guidance, May perform more complex functions in IT records management, will operate IT equipment, maintain optimum production, and delivers superior quality that requires minimal correction.

**Minimum Education:** Associate Degree or equivalent and three years’ experience in IT records management and related tasks.

85. **Data Entry Supervisor**

**Minimum/General Experience:** Associate degree; one year related experience in data entry or Data management type of discipline.

**Functional Responsibility:** Applies knowledge of various IT/computer software to perform page layouts, graphics layouts, and proper selection and use of English language and grammar to develop, draft, edit, and revise User Manuals, Operating Guides, Reports, and presentation materials for corporate, and/or stand-alone computing applications. Performs supervisory functions; approving time sheets, maintain work schedules of team.

**Minimum Education:** Associate degree or equivalent and one year experience performing typing and/or word processor functions.

86. **Imaging Architect I**

**Minimum/General Experience:** Up to seven years’ experience with Bachelor’s degree, with at least three years’ specialized experience.

**Functional Responsibility:** Conceptualizes, designs, and develops total system/product solutions for information technology, and/or engineering/manufacturing processes. Translates customer objectives into actionable business, and technology strategies. Creates information technology plans based on the customer’s organization, strategic direction, technology context and business needs. Assists leadership in determining tactical and strategic direction of the organization. Remains current on emerging tools, techniques, and technologies.
Minimum Education: Master's degree and seven years' experience or Bachelor's degree and nine years' experience in related field.

87. Imaging Architect II

Minimum/General Experience: Up to ten years’ experience with Bachelor’s degree and 12 years’ experience in IT field with at least four years’ specialized in Imaging.

Functional Responsibility: Conceptualizes, designs, and develops total system/product solutions for information technology, and/or engineering/manufacturing processes. Translates customer and organizational objectives and critical success factors into actionable business, organization, and technology strategies. Creates information technology plans based on an understanding of the customer’s organization, strategic direction, technology context and business needs. Architects, designs, and develops integrated business/engineering systems and products to support achievement of the customer’s goals. Controls project requirements, scope, and change management issues. Assists leadership in determining tactical and strategic direction of the organization. Remains current on emerging tools, techniques, and technologies.

Minimum Education: Master’s degree and ten years’ experience or Bachelor’s degree and 12 years’ experience in related field.

88. Data Base Administrator I

Minimum/General Experience: Up to five years’ experience in developing and administering relational database management systems.

Functional Responsibility: Provides technical expertise and support in planning, acquiring, implementing, and operating database management systems. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains data backup and recovery, data integrity, security and recoverability. Monitors performance of the DBMS and evaluates for improving efficiency.

Minimum Education: Bachelor’s degree and five years’ experience in IT discipline using variety of database systems.

89. Data Base Administrator II

Minimum/General Experience: Up to seven years’ experience in developing and administering relational database management systems.

Functional Responsibility: Designs, implements and maintains moderately complex databases, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Maintains database dictionaries, monitors standards and procedures and integration of systems through database design.

Provides technical expertise and support in planning, acquiring, implementing, and operating database management systems. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains data backup and recovery, data integrity, security, and recoverability. Monitors performance of the DBMS and evaluates for improving efficiency.
Minimum Education: Bachelor’s degree and seven years’ experience in IT discipline using variety of database systems.

90. Data Base Administrator III

Minimum/General Experience: Up to ten years’ experience in developing and administering relational database management systems.

Functional Responsibility: Acts as a DB Manager or Lead and leads the design, implementation and maintenance of complex databases, access methods, access time, device allocation, validation checks, organization, protection, and security, documentation, and statistical methods. Directs junior DB Administrators in maintaining database dictionaries, monitoring standards and procedures and integration of systems through database design. Provides technical expertise and support in planning, acquiring, implementing, and operating database management systems. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains data backup and recovery, data integrity, security, and recoverability. Monitors performance of the DBMS and evaluates for improving efficiency.

Minimum Education: Bachelor’s degree and ten or more years’ experience in IT discipline using variety of database systems. Master’s degree is preferred.

91. Facilities Manager

Minimum/General Experience: Four years’ progressive experience in the field of IT, managing facilities and ability to accurately maintain spreadsheets.

Functional Responsibility: Manage facilities for the operation of Information Technology projects; Have solid working knowledge of MS office products like MS Word, Excel and Access data base to maintain inventory of IT and non-IT equipment; oversee security for the IT and physical assets; perform engineering tasks of the facilities to ensure continuity of IT and other operations; provides technical and specialized guidance, and solutions to Security issues. This person prepares reports using tools such as MS Word or Power Point and presents to the Government customer or senior management. Must be able to work independently.

Minimum Education: Bachelor’s degree and four years’ experience in the field of IT or related discipline.

92. Quality Assurance Auditor

Minimum/General Experience: Up to ten years’ experience providing leadership with large, complex systems modernization and best practice reengineering.

Functional Responsibility: Responsible for leading an IT project team in delivering a solution to the customer using the appropriate IT related business measurements and terms and conditions for the project according to the project charter, project agreement or contract. Have the overall performance responsibility for managing scope, cost, schedule, and contractual deliverables, which includes applying industry best practice techniques for planning, tracking, change control, and risk management related to IT projects. Is responsible for managing all project resources, including subcontractors, and for establishing an effective communication plan with the project team and the customer.
Provides day to day direction to the project team and regular project status to the customer. Performs Project Execution, Control & Closure, Project Initiation & Planning, Perform Project Leadership & Communications, and Use Worldwide PM Method & Tools.

**Minimum Education:** Four or more years' technical project management experience and up to ten years' leadership experience with a Bachelor's degree in an IT discipline.

### 93. Certified Records Manager II

**Minimum/General Experience:** Eight or more years' experience in related field with knowledge of Information Technology terminology and use of MS Office applications. Has strong knowledge of records management, applies technical knowledge to solve problems requiring independent thinking.

**Functional Responsibility:** Lead and manage records management programs; Specializes and is well versed in records management methodologies, equipment, processes, and procedures. Interacts with clients on prescribed matters. Has strong knowledge of records management applications. Applies technical knowledge to solve problems requiring independent thinking.

**Minimum Education:** Bachelor's degree and eight years' experience, or Master's degree and six years' experience. CRM Certification is required.

### 94. Certified Records Manager I

**Minimum/General Experience:** Six years' experience in related field with knowledge of Information Technology terminology and use of MS Office applications. Has strong knowledge of records management, applies technical knowledge to solve problems requiring independent thinking.

**Functional Responsibility:** Lead records management programs; Specializes in records management methodologies, equipment, processes, and procedures. Interacts with clients on prescribed matters. Has strong knowledge of records management applications. Applies technical knowledge to solve problems requiring independent thinking. Leads and provides direction to a Records Management team of professionals.

**Minimum Education:** Bachelor's degree and six years' experience, or Master’s degree and four years’ experience. NARA Records Management certification is required.

### 95. Data Entry Clerk

**Minimum/General Experience:** At least one year’s experience.

**Functional Responsibility:** Performs IT data entry tasks. Performs tasks as a team member. Operates keyboard controlled data entry devices.

**Minimum Education:** Associate degree

### 96. Web Developer I

**Minimum/General Experience:** Two – four years’ experience in programming and server software operations; has a good knowledge of web development tools and technologies.

**Functional Responsibility:** Develops custom programs written in languages such as C++, C, Java, JavaScript, PERL, Active X, CGI, to name a few, designed to implement the EID
and other functionality to improve overall site functionality. Creates Web front-end user interfaces to new or existing databases and applications using a combination of HTML, SQL, C, Visual Basic, Oracle or other languages to make applications and information accessible. Utilizes knowledge of operating systems such as UNIX, Windows NT, TCP/IP, focusing primarily on files within the server root, and performs the ongoing day-to-day operation of the server software, including maintaining system security, modifying configuration settings, and backing up the system.

Minimum Education: Bachelor's degree in Computer Science or related field. Two – four years’ experience in web and graphics development.

97. **Web Developer II**

Minimum/General Experience: Four - six years’ experience in programming and server software operations; has a good knowledge of web development tools and technologies.

Functional Responsibility: Develops custom programs written in languages such as C++, C, Java, JavaScript, PERL, Active X, CGI, to name a few, designed to implement the EID and other functionality to improve overall site functionality. Creates Web front-end user interfaces to new or existing databases and applications using a combination of HTML, SQL, C, Visual Basic, Oracle or other languages to make applications and information accessible. Utilizes knowledge of operating systems such as UNIX, Windows NT, TCP/IP, focusing primarily on files within the server root, and performs the ongoing day-to-day operation of the server software, including maintaining system security, modifying configuration settings, and backing up the system.

Minimum Education: Bachelor’s degree in Computer Science or related field and four to six years’ experience in web and graphics development. Knowledge of new tools and technologies applied in Web Development.

98. **Web Developer III**

Minimum/General Experience: Six – eight or more years’ experience in programming and server software operations; has a good knowledge of web development tools and technologies.

Functional Responsibility: Develops custom programs written in languages such as C++, C, Java, JavaScript, PERL, Active X, CGI, to name a few, designed to implement the EID and other functionality to improve overall site functionality. Creates Web front-end user interfaces to new or existing databases and applications using a combination of HTML, SQL, C, Visual Basic, Oracle or other languages to make applications and information accessible. Utilizes knowledge of operating systems such as UNIX, Windows NT, TCP/IP, focusing primarily on files within the server root, and performs the ongoing day-to-day operation of the server software, including maintaining system security, modifying configuration settings, and backing up the system.

Minimum Education: Bachelor’s degree in Computer Science or related field. Master’s degree preferred but not required. Minimum six years’ experience in web and graphics development. String knowledge of new tools and technologies applied in Web Development.
99. **Database Architect**

**Minimum/General Experience:** Four - six years’ experience in DBMS design and system analysis, current operating systems, software internals, and data manipulation techniques and languages.

**Functional Responsibility:** Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database. Ensures the currency, accuracy, and integrity of the data. Oversees the design and maintenance of the data dictionary and retrieves transactions to ensure correct implementation and usage of the database. Should be able to work independently and as a team member and be able to lead a team if required.

**Minimum Education:** Four to six years’ experience with a Bachelor’s degree in Engineering, Science or related field. With Master’s degree, at least four years’ experience required in directly related field.

100. **Systems Analyst III**

**Minimum/General Experience:** Up to ten years’ experience in design, development, testing and evaluation of computer-based systems and DBMS.

**Functional Responsibility:** Must possess specific experience in the analysis and design of business applications on complex, large-scale systems, including experience in data base management concepts. Analyzes system requirements, in accordance with design concepts. May lead a team or provide back up support to project manager. Has knowledge of state-of-the-art storage and retrieval methods is required as well as the ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

Be able to work independently or as part of an integrated team.

**Minimum Education:** Bachelor’s degree in Computer, Engineering, or related field, and up to ten years’ experience in IT, with at least four years’ specialized.

101. **Configuration Analyst I**

**Minimum/General Experience:** Two – five years’ experience with a Bachelor’s degree in Engineering, Science, or related field.

**Functional Responsibility:** Work closely with IT program management, systems engineers, quality managers and IT representatives, draftsmen and design/manufacturing engineers in a concurrent engineering environment, Develop and administer Configuration Management Plans, prepare for, and conduct major configuration audits. Works as a team member under the supervision of a Project Manager.

**Minimum Education:** Bachelor's degree and two – five years' experience in related field.

102. **Configuration Analyst II**

**Minimum/General Experience:** Six – Nine years’ experience with a Bachelor’s degree in Engineering, Science or related field.
**Functional Responsibility:** Work closely with IT program management, systems engineers, quality managers and IT representatives, draftsmen and design/manufacturing engineers in a concurrent engineering environment; Develop and administer Configuration Management Plans; Prepare for and conduct major configuration audits. Works as a team member under the supervision of a Project Manager.

**Minimum Education:** Bachelor’s degree and six – nine years’ experience. Master’s degree preferred but not required.

## PRICE LIST

Hourly rates for each labor category for services at **Customer Site** and **TELESIS Site** are listed in the tables below.

<table>
<thead>
<tr>
<th>Labor Category Title – CUSTOMER SITE</th>
<th>RATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADP Specialist</td>
<td>$ 42.67</td>
</tr>
<tr>
<td>Applications Programmer – Junior</td>
<td>$ 81.24</td>
</tr>
<tr>
<td>Applications Programmer – Mid</td>
<td>$ 90.90</td>
</tr>
<tr>
<td>Applications Programmer – Senior</td>
<td>$ 114.01</td>
</tr>
<tr>
<td>Computer Security Specialist – Junior</td>
<td>$ 86.52</td>
</tr>
<tr>
<td>Computer Security Specialist – Mid</td>
<td>$ 99.95</td>
</tr>
<tr>
<td>Computer Security Specialist – Senior</td>
<td>$ 113.40</td>
</tr>
<tr>
<td>Database Management Specialist – Junior</td>
<td>$ 92.63</td>
</tr>
<tr>
<td>Database Management Specialist – Mid</td>
<td>$ 110.46</td>
</tr>
<tr>
<td>Database Management Specialist – Senior</td>
<td>$ 129.58</td>
</tr>
<tr>
<td>IT Specialist - Junior</td>
<td>$ 64.14</td>
</tr>
<tr>
<td>IT Specialist - Mid</td>
<td>$ 79.05</td>
</tr>
<tr>
<td>IT Specialist - Senior</td>
<td>$ 95.93</td>
</tr>
<tr>
<td>Help Desk Specialist</td>
<td>$ 55.07</td>
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<tr>
<td>Help Desk Specialist II</td>
<td>$ 66.85</td>
</tr>
<tr>
<td>Help Desk Specialist III</td>
<td>$ 73.05</td>
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<tr>
<td>Help Desk Specialist IV</td>
<td>$ 76.71</td>
</tr>
<tr>
<td>Network Engineer Junior</td>
<td>$ 73.86</td>
</tr>
<tr>
<td>Network Engineer Mid</td>
<td>$ 100.83</td>
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<tr>
<td>Network Engineer Sr.</td>
<td>$ 110.46</td>
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<tr>
<td>Technical Writer I</td>
<td>$ 81.60</td>
</tr>
<tr>
<td>Technical Writer II</td>
<td>$ 90.59</td>
</tr>
<tr>
<td>Documentation Specialist</td>
<td>$ 54.11</td>
</tr>
<tr>
<td>Training Specialist</td>
<td>$ 66.50</td>
</tr>
</tbody>
</table>

*Telesis Corporation … Where We Exceed Expectations*

<table>
<thead>
<tr>
<th>Labor Category Title – CUSTOMER SITE</th>
<th>RATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Specialist II</td>
<td>$ 83.50</td>
</tr>
<tr>
<td>Tester I</td>
<td>$ 83.96</td>
</tr>
<tr>
<td>Tester II</td>
<td>$ 100.15</td>
</tr>
<tr>
<td>Tester III</td>
<td>$ 115.06</td>
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<tr>
<td>Systems Analyst I</td>
<td>$ 103.71</td>
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<tr>
<td>Systems Analyst II</td>
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<tr>
<td>Quality Assurance Specialist</td>
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<tr>
<td>IT Technician</td>
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<tr>
<td>IT Technician II</td>
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<tr>
<td>IT Technician III</td>
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<tr>
<td>IT Technician IV</td>
<td>$ 84.01</td>
</tr>
<tr>
<td>Call Center Representative I</td>
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</tr>
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