GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

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

Multiple Award Schedule

FSC Group: Information Technology   FSC Class: DA01
Contract number: 47QTCA22D00A4

Contract period: June 30, 2022 – June 29, 2027

ProGov Partners, LLC
1952 Gallows Road, Suite 214
Vienna, VA 22182
Phone Number: 703-992-5936
FAX: 703-988-2594
Website: https://progovpartners.com

Contact for Contract administration: Meenakshi Arora – CEO/Managing Partner

Business size: Small
Woman owned, SBA Certified, 8a, Disadvantaged business

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

Price list current as of Modification # PA 0002 effective July 20, 2022.

Prices Shown Herein are Net (discount deducted)
CUSTOMER INFORMATION

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

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<tr>
<th>SINs</th>
<th>Cooperative Purchasing</th>
<th>Disaster Recovery</th>
<th>SIN Title</th>
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<td>54151SSTLOC</td>
<td>54151SRC</td>
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<td>OLMSTLOC</td>
<td>OLMRC</td>
<td>Order-Level Materials (OLM’s)</td>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. Not applicable

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

2. Maximum order: $500,000

3. Minimum order: $100

4. Geographic coverage (delivery area). Domestic

5. Point(s) of production (city, county, and State or foreign country). 1952 Gallows Road, Suite 214 Vienna, VA 22182

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

7. Quantity discounts. 1% on single orders over $500,000

8. Prompt payment terms. Information for Ordering Offices: Net 30 days

9. Foreign items (list items by country of origin). Not Applicable

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

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

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

10d. Urgent Requirements. Contact Contractor
11. F.O.B. point(s). Destination

12a. Ordering address(es). 1952 Gallows Road, Suite 214, Vienna, VA 22182

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es). 1952 Gallows Road, Suite 214, Vienna, VA 22182

14. Warranty provision. Standard Commercial Warranty Terms & Conditions

15. Export packing charges, if applicable. Not Applicable

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

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

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

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

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

20. List of participating dealers (if applicable). Not Applicable

21. Preventive maintenance (if applicable). Not Applicable

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

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. Not Applicable

23. Unique Entity Identifier (UEI) number. H8C5J3U3CRN7

24. Notification regarding registration in System for Award Management (SAM) database. Contractor registered and active in SAM
### Labor Categories and Hourly Rates

*Pricing Includes a 2.5% annual escalation*

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### Labor Category Descriptions

1. **Program Manager**

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor’s degree

**General Description:** Minimum of ten (10) years progressive management experience in information systems development, project development from inception to deployment, demonstrated ability to provide technical guidance and direction in multiple tasks across several functional areas, and proven
experience in the management and control of funds and resources, and exceptional oral and written communications skills. At least eight years supervisory experience.

**Functional Responsibility:** Responsible for the effective management of funds and personnel and is accountable for the quality and timely delivery of all contractual deliverable items. Serves as the contractor's authorized point of contact with the customer and is responsible for overall contract task performance. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising technical personnel, hiring and termination, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for ensuring that all required resources including manpower, funds, production components, computer time, and facilities are available for program implementation and completion. Responsible for the supervision of subordinate managers, engineers, scientists, analysts, and technicians.

2. **Project Manager I**

**Minimum Experience:** 2 years

**Minimum Education:** Bachelor’s degree

**General Description:** Minimum of two (2) years progressive project experience, most of which must have been in a specialized area, in information systems development, project development from inception to deployment; demonstrated ability to manage and provide technical guidance and direction in multiple tasks across several functional areas, and excellent oral and written communications skills. At least one-year supervisory experience.

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

3. **Project Manager II**

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s degree

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

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

4. **Project Manager III**

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor’s degree

**General Description:** Minimum of ten (10) years progressive project experience, most of which must have been in a specialized area, in information systems development, project development from inception to deployment; demonstrated ability to manage and provide technical guidance and direction in multiple tasks across several functional areas, and excellent oral and written communications skills. At least seven years supervisory experience.

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

5. **Project Manager IV**

**Minimum Experience:** 15 years

**Minimum Education:** Bachelor’s degree

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

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

6. **Senior Consultant I**

**Minimum Experience:** 2 years

**Minimum Education:** Bachelor’s degree

**General Description:** Educated computer scientist, analyst, or engineer who has solved some of the most difficult and forward-looking technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have two (2) years of experience performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have published articles or books in field of expertise and/or made presentations at professional conferences.

**Functional Responsibility:** Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements and may perform considerable independent research without any supervision. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

7. **Senior Consultant II**

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s degree
**General Description:** Educated computer scientist, analyst, or engineer who has solved some of the most difficult and forward-looking technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have five (5) years of experience performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have published articles or books in field of expertise and/or made presentations at professional conferences.

**Functional Responsibility:** Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements and may perform considerable independent research without any supervision. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

8. **Senior Consultant III**

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor’s degree

**General Description:** Educated computer scientist, analyst, or engineer who has solved some of the most difficult and forward-looking technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have ten (10) years of experience performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have published articles or books in field of expertise and/or made presentations at professional conferences.

**Functional Responsibility:** Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements and may perform considerable independent research without any supervision. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

9. **Senior Consultant IV**
Minimum Experience: 15 years

Minimum Education: Bachelor’s degree

General Description: Educated computer scientist, analyst, or engineer who has solved some of the most difficult and forward-looking technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have fifteen (15) years of experience performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have published articles or books in field of expertise and/or made presentations at professional conferences.

Functional Responsibility: Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements and may perform considerable independent research without any supervision. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

10. Senior Consultant V

Minimum Experience: 20 years

Minimum Education: Bachelor’s degree

General Description: Educated computer scientist, analyst, or engineer who has solved some of the most difficult and forward-looking technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have twenty (20) years of experience performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have published articles or books in field of expertise and/or made presentations at professional conferences.

Functional Responsibility: Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements and may perform considerable independent research without any supervision. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations,
and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

11. System Architect I

Minimum Experience: 2 years

Minimum Education: Bachelor’s degree

General Description: Minimum of two (2) years of experience in design, analysis, and implementation of information systems architecture.


12. System Architect II

Minimum Experience: 5 years

Minimum Education: Bachelor’s degree

General Description: Minimum of five (5) years of experience in design, analysis, and implementation of information systems architecture.

Functional Responsibility: Under little or no supervision, applies a wide set of engineering disciplines for planning, design, analysis, specification development, coding, and construction of computer and telecommunications information systems architectures. Responsible for, or assists in the designing of interface standards, quality assurance standards, performance standards, and cost-benefit analysis of modern state-of-the-art information systems.

13. System Architect III

Minimum Experience: 10 years

Minimum Education: Bachelor’s degree

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

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

**14. System Architect IV**

**Minimum Experience:** 15 years

**Minimum Education:** Bachelor’s degree

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

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

**15. System Engineer I**

**Minimum Experience:** 2 years

**Minimum Education:** Bachelor’s degree

**General Description:** Entry-level position in systems engineering design, analysis, integration, and life-cycle engineering support of large information systems projects.

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

**16. System Engineer II**

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s degree

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

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

17. System Engineer III

Minimum Experience: 10 years

Minimum Education: Bachelor’s degree

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

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

18. System Engineer IV

Minimum Experience: 15 years

Minimum Education: Bachelor’s degree

General Description: Minimum of fifteen (15) years of experience in systems engineering design, analysis, integration, and life-cycle engineering support of large information systems projects. At least two years supervisory experience.

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

19. Network Engineer I

Minimum Experience: 2 years

Minimum Education: Bachelor’s degree

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

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

20. Network Engineer II

Minimum Experience: 5 years

Minimum Education: Bachelor’s degree

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

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

21. Network Engineer III

Minimum Experience: 10 years

Minimum Education: Bachelor’s degree

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

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

Minimum Experience: 15 years

Minimum Education: Bachelor’s degree

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

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

23. Programmer I

Minimum Experience: 2 years

Minimum Education: Bachelor’s degree

General Description: Minimum of two (2) years of experience in computer programming and analysis of complex information systems application and operating system software.

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

24. Programmer II

Minimum Experience: 5 years

Minimum Education: Bachelor’s degree

General Description: Minimum of five (5) years of experience in computer programming and analysis of complex information systems application and operating system software.
Functional Responsibility: Under little or no supervision, applies expertise in programming procedures to complex software modules and packages, including operating systems and application software. Develops, or assists in the development of specifications for software programming applications, or modifies/maintains existing software modules, including design, code, test, and evaluation. Participates in all life-cycle phases of software development with emphasis on the planning, testing, programming, and acceptance phases.

25. Programmer III

Minimum Experience: 10 years

Minimum Education: Bachelor’s degree

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

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

26. Programmer IV

Minimum Experience: 15 years

Minimum Education: Bachelor’s degree

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

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

27. Analyst I

Minimum Experience: 2 years

Minimum Education: Bachelor’s degree
**General Description:** Minimum of two (2) years of experience in systems analysis and design of large information systems programs, and at least one (1) year experience in information technology.

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

28. Analyst II

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s degree

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

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

29. Analyst III

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor’s degree

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

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

30. Analyst IV
Minimum Experience: 15 years

Minimum Education: Bachelor’s degree

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

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

31. Quality Assurance Analyst I

Minimum Experience: 2 years

Minimum Education: Bachelor’s degree

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

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

32. Quality Assurance Analyst II

Minimum Experience: 5 years

Minimum Education: Bachelor’s degree

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

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

Minimum Experience: 10 years

Minimum Education: Bachelor’s degree

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

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

34. Quality Assurance Analyst IV

Minimum Experience: 15 years

Minimum Education: Bachelor’s degree

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

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

35. Technical Writer I

Minimum Experience: 2 years

Minimum Education: Bachelor’s degree

General Description: Minimum of two (2) years of experience in writing and editing technical documentation and literature of modern, complex information systems, in accordance with applicable government and industry writing standards.
Functional Responsibility: Under supervision, responsible for collecting, analyzing, composing, and translating technical information into clear, readable documents to be used by both technical and non-technical personnel. Organizes material and writes descriptive copy according to established government and industry standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. May select photographs, drawings, sketches, diagrams, and charts to illustrate material. Uses automated tools, including computer terminals and word processing or desktop publishing software in performing assigned duties.

36. Technical Writer II

Minimum Experience: 5 years

Minimum Education: Bachelor’s degree

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

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

37. Technical Writer III

Minimum Experience: 10 years

Minimum Education: Bachelor’s degree

General Description: Minimum of ten (10) years of experience in writing and editing technical documentation and literature of modem, complex information systems, in accordance with applicable government and industry writing standards.

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

Minimum Experience: 15 years

Minimum Education: Bachelor’s degree

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

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

39. Help Desk Analyst II

Minimum Experience: 4 years

Minimum Education: Associates Degree

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

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

40. Help Desk Analyst III

Minimum Experience: 6 years

Minimum Education: Bachelor’s degree

General Description: Minimum of six (6) years of experience. Specialized experience includes management of help desks in a multi-server environment, comprehensive knowledge of operating systems as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields. Some managerial experience required.
**Functional Responsibility:** Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard applications, and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software and printer problems.

41. **Help Desk Analyst IV**

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor’s degree

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

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

42. **Help Desk Analyst Manager**

**Minimum Experience:** 15 years

**Minimum Education:** Bachelor’s degree

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

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

43. **Computer Operator III**

**Minimum Experience:** 6 years

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

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

**44. Computer Operator IV**

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor’s degree

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

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

**45. Technician III**

**Minimum Experience:** 6 years

**Minimum Education:** Associates Degree

**General Description:** Six (6) general years of experience testing, repairing, troubleshooting or equipment.

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

**46. Technician IV**

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor’s degree
**General Description:** Ten (10) general years of experience testing, repairing, troubleshooting or equipment.

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

47. **Administrative Assistant III**

**Minimum Experience:** 6 years

**Minimum Education:** Associates Degree

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

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

48. **Administrative Assistant IV**

**Minimum Experience:** 10 years

**Minimum Education:** Associates Degree

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

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

49. **Training Specialist I**

**Minimum Experience:** 1 year
Minimum Education: Bachelor’s degree

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

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

50. Training Specialist II

Minimum Experience: 4 years

Minimum Education: Bachelor’s degree

General Description: Minimum four years of experience in training, or related fields. Must have two years specialized experience, including experience in developing and providing end-user training. Demonstrated ability to communicate orally and in writing.

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

51. Training Specialist III

Minimum Experience: 6 years

Minimum Education: Bachelor’s degree

General Description: Minimum six years of experience in training, or related fields. Must have two years specialized experience, including experience in developing and providing end-user training. Demonstrated ability to communicate orally and in writing.

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

52. Training Specialist IV
Minimum Experience: 10 years

Minimum Education: Bachelor’s degree

General Description: Minimum ten years of experience in training, or related fields. Must have four years specialized experience, including experience in developing and providing end-user training. Demonstrated ability to communicate orally and in writing.

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

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and/or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.