



**General Services Administration  
Federal Acquisition Service  
Authorized Federal Supply Schedule  
FSS Price List**

Online access to contract ordering information, terms and conditions, pricing, and the option to create an electronic delivery order are available through GSA Advantage!®. The website for GSA Advantage!® is:  
<https://www.GSAAdvantage.gov>.

**Contract # 47QTCA23D00DS**

**Contract Period: September 11, 2023 through September 10, 2028**

**CONTRACTOR INFORMATION**

**ORGANIZATION:** GBS Solutions Corp  
**ADDRESS:** 450 South Simmons Way  
Suite 640  
Kaysville UT 84037-6724  
**TELEPHONE:** 301-535-0914  
**WEBSITE:** <https://gbssol.com/capabilities>

**CONTACT FOR CONTRACT ADMINISTRATION**

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**TITLE:** President/Program Manager  
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**Business Size: Small Disadvantaged Business, 8(a), Asian-Pacific American Owned Business**

**FOR MORE INFORMATION ON ORDERING GO TO THE FOLLOWING WEBSITE:  
[HTTPS://WWW.GSA.GOV/SCHEDULES](https://www.GSA.GOV/SCHEDULES).**

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**CUSTOMER INFORMATION**

**1.A TABLE OF AWARDED SPECIAL ITEM NUMBERS(SINs):**

<i>SIN(s)</i>	<i>Description</i>
54151S	Information Technology Professional Services
OLM	Order Level Materials

**1.B LOWEST PRICED LABOR CATEGORY:**

<i>SIN(s)</i>	<i>Price</i>
54151S	See Appendix A and B, below

**1.C HOURLY RATES**

<i>SIN(s)</i>	<i>Price</i>
54151S	See Appendix A, below

**2. MAXIMUM ORDER**

<i>SIN(s)</i>	<i>Maximum Order</i>
54151S	\$500,000

**3. MINIMUM ORDER**

<i>SIN(s)</i>	<i>Minimum Order</i>
54151S	\$100

**4. GEOGRAPHIC COVERAGE**

Worldwide

**5. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE**

The GSA Net Prices published on the GSA Advantage website reflect the fully burdened price. The negotiated discount has been applied and the Industrial Funding Fee has been added.

**6. QUANTITY DISCOUNTS**

<i>SIN(s)</i>	<i>Terms</i>
54151S	None

**7. PROMPT PAYMENT TERMS**

<i>SIN(s)</i>	<i>Terms</i>
54151S	1%, 10 days

Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

**8. FOREIGN ITEMS**

Not Applicable.

**9A. TIME OF DELIVERY**

<i>SIN(s)</i>	<i>Terms</i>
47QTCA23D00DS	

54151S

Negotiated with the Ordering Activity

**9B. EXPEDITED DELIVERY***SIN(s)**Terms*

54151S

Contact Contractor's Representative

**9C. OVERNIGHT AND 2-DAY DELIVERY**

Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery.

**9D. URGENT REQUIREMENTS**

Agencies can contact the Contractor's Representative to affect a faster delivery. Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery.

**10. F.O.B POINT**

Destination.

**11A. ORDERING ADDRESS**

Same as Contractor.

**11B. ORDER PROCEDURES**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405.

**12. PAYMENT ADDRESS**

Same as Contractor.

**13. WARRANTY PROVISION**

Personnel who perform work on a task order under an awarded Schedule labor category shall meet the awarded Minimum/General Experience, Functional Responsibility, and Minimum Education or the awarded Schedule-level substitutions. The awarded Schedule-level qualifications cannot be waived by the Ordering Agency at the Blanket Purchase Agreement (BPA) or Task Order level.

**14. EXPORT PACKAGING CHARGES**

Not Applicable.

**15. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR**

Not Applicable.

**16. TERMS AND CONDITIONS OF INSTALLATION**

Not Applicable.

**17A. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES**

Not Applicable.

**17B. TERMS AND CONDITIONS FOR ANY OTHER SERVICE**

Not Applicable.

**18. LIST OF SERVICE AND DISTRIBUTION POINTS**

Not Applicable.

**19. LIST OF PARTICIPATING DEALERS**

Not Applicable.

**20. PREVENTIVE MAINTENANCE**

Not Applicable.

**21A. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES**

Not Applicable.

**21B. SECTION 508 COMPLIANCE FOR ICT**

When 508 compliance is applicable for a given task order requiring Electronic and Information Technology (EIT) supplies or services the full details of our Section 508 EIT standard for that given item can be found at <https://gbssol.com/capabilities>

**22. UNIQUE ENTITY IDENTIFIER NUMBER**

NKNSTJBPABX9

**23. NOTIFICATION REGARDING REGISTRATION IN SYSTEMS FOR AWARD MANAGEMENT (SAM.GOV)**

GBS Solutions Corp maintains an active registration.

**APPENDIX A - SIN 54151S MAS PRICE LIST BY CONTRACT YEAR (CY)**

	<i>CY1</i> 9/11/23– 9/10/24	<i>CY2</i> 9/11/24– 9/10/25	<i>CY3</i> 9/11/25– 9/10/26	<i>CY4</i> 9/11/26– 9/10/27	<i>CY5</i> 9/11/27– 9/10/28
<b>Business Systems Analyst - Jr</b>	\$103.38	\$108.54	\$113.97	\$119.68	\$125.66
<b>Business Systems Analyst - Mid</b>	\$121.62	\$127.71	\$134.10	\$140.80	\$147.84
<b>Business Systems Analyst - SME</b>	\$164.55	\$172.79	\$181.42	\$190.49	\$200.01
<b>Business Systems Analyst - Sr</b>	\$143.08	\$150.24	\$157.75	\$165.64	\$173.92
<b>Computer and Information Systems Manager - Jr</b>	\$148.34	\$155.76	\$163.55	\$171.73	\$180.31
<b>Computer and Information Systems Manager - Mid</b>	\$168.56	\$177.00	\$185.84	\$195.13	\$204.89
<b>Computer and Information Systems Manager - SME</b>	\$195.54	\$205.31	\$215.58	\$226.36	\$237.67
<b>Computer and Information Systems Manager - Sr</b>	\$195.54	\$205.31	\$215.58	\$226.36	\$237.67
<b>Computer Systems Analyst - Jr</b>	\$105.62	\$110.90	\$116.44	\$122.27	\$128.38
<b>Computer Systems Analyst - Mid</b>	\$118.30	\$124.21	\$130.42	\$136.94	\$143.79
<b>Computer Systems Analyst - SME</b>	\$148.39	\$155.81	\$163.60	\$171.78	\$180.36
<b>Computer Systems Analyst - Sr</b>	\$132.49	\$139.12	\$146.08	\$153.38	\$161.05
<b>IT Analyst - Jr</b>	\$112.70	\$118.33	\$124.24	\$130.46	\$136.98
<b>IT Analyst - Mid</b>	\$116.39	\$122.22	\$128.33	\$134.75	\$141.49
<b>IT Analyst - Senior</b>	\$137.77	\$144.66	\$151.90	\$159.50	\$167.48
<b>IT Analyst - SME</b>	\$151.37	\$158.93	\$166.88	\$175.22	\$183.99
<b>IT Customer Support Analyst - Jr</b>	\$52.48	\$55.10	\$57.85	\$60.75	\$63.78
<b>IT Customer Support Analyst - Mid</b>	\$61.31	\$64.37	\$67.59	\$70.96	\$74.51
<b>IT Customer Support Analyst - SME</b>	\$81.10	\$85.15	\$89.41	\$93.88	\$98.58
<b>IT Customer Support Analyst - Sr</b>	\$70.51	\$74.04	\$77.73	\$81.62	\$85.70
<b>IT Engineer - Jr</b>	\$78.63	\$82.56	\$86.69	\$91.02	\$95.58
<b>IT Engineer - Mid</b>	\$89.21	\$93.67	\$98.36	\$103.27	\$108.44
<b>IT Engineer- SME</b>	\$178.70	\$187.64	\$197.02	\$206.87	\$217.22
<b>IT Engineer- Sr</b>	\$118.63	\$124.56	\$130.79	\$137.33	\$144.20
<b>IT Trainer - Jr</b>	\$58.41	\$61.33	\$64.39	\$67.62	\$71.00
<b>IT Trainer - Mid</b>	\$81.05	\$85.10	\$89.35	\$93.81	\$98.51
<b>IT Trainer - SME</b>	\$108.52	\$113.95	\$119.66	\$125.64	\$131.93
<b>IT Trainer - Sr</b>	\$94.37	\$99.08	\$104.04	\$109.24	\$114.70
<b>Management Analyst</b>	\$135.82	\$142.61	\$149.74	\$157.23	\$165.09
<b>Microsoft SharePoint Administrator</b>	\$130.10	\$136.60	\$143.44	\$150.61	\$158.14
<b>Microsoft Windows Server Support Administrator</b>	\$111.48	\$117.05	\$122.90	\$129.05	\$135.50

	<i>CY1</i> 9/11/23– 9/10/24	<i>CY2</i> 9/11/24– 9/10/25	<i>CY3</i> 9/11/25– 9/10/26	<i>CY4</i> 9/11/26– 9/10/27	<i>CY5</i> 9/11/27– 9/10/28
<b>Mobile Device Administrator - Sr</b>	\$102.41	\$107.53	\$112.91	\$118.55	\$124.47
<b>Network and Computer Systems Administrator - Jr</b>	\$85.65	\$89.93	\$94.43	\$99.15	\$104.11
<b>Network and Computer Systems Administrator - Mid</b>	\$97.33	\$102.20	\$107.30	\$112.68	\$118.31
<b>Network and Computer Systems Administrator - SME</b>	\$123.88	\$130.08	\$136.58	\$143.42	\$150.59
<b>Network and Computer Systems Administrator - Sr</b>	\$110.61	\$116.14	\$121.94	\$128.04	\$134.44
<b>Project Manager</b>	\$125.02	\$131.26	\$137.82	\$144.72	\$151.95
<b>Quality Assurance Analyst</b>	\$128.14	\$134.55	\$141.28	\$148.34	\$155.76
<b>Scientific Systems Administrator</b>	\$129.30	\$135.77	\$142.56	\$149.68	\$157.17
<b>Software Developer Applications - Jr</b>	\$116.45	\$122.28	\$128.39	\$134.81	\$141.55
<b>Software Developer Applications - Mid</b>	\$125.75	\$132.04	\$138.64	\$145.57	\$152.85
<b>Software Developer Applications - SME</b>	\$166.31	\$174.62	\$183.36	\$192.52	\$202.15
<b>Software Developer Applications - Sr</b>	\$144.61	\$151.85	\$159.45	\$167.42	\$175.79
<b>System Administrator (IT Specialist) - Jr</b>	\$96.03	\$100.84	\$105.87	\$111.16	\$116.73
<b>System Administrator (IT Specialist) - Mid</b>	\$112.98	\$118.63	\$124.56	\$130.79	\$137.33
<b>System Administrator (IT Specialist) - SME</b>	\$139.18	\$146.15	\$153.45	\$161.13	\$169.19
<b>System Administrator (IT Specialist) - Sr</b>	\$124.27	\$130.49	\$137.02	\$143.87	\$151.06
<b>Web Developer - Jr</b>	\$105.62	\$110.90	\$116.44	\$122.27	\$128.38
<b>Web Developer - Mid</b>	\$118.30	\$124.21	\$130.42	\$136.94	\$143.79
<b>Web Developer - SME</b>	\$148.39	\$155.81	\$163.60	\$171.78	\$180.36
<b>Web Developer - Sr</b>	\$132.49	\$139.12	\$146.08	\$153.38	\$161.05

**APPENDIX B - SIN 54151S MAS LABOR CATEGORY DESCRIPTIONS**

#	Labor Category	Exp.	Functional Responsibility	Education
1	Business Systems Analyst - Jr	1	Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and assists in the creation of system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise.	Associates
2	Business Systems Analyst - Mid	3	Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and assists in the creation of system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise.	Associates
3	Business Systems Analyst - Sr	5	Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and assists in the creation of system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise.	Bachelors
4	Business Systems Analyst - SME	8	Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and assists in the creation of system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise.	Bachelors
5	Computer and Information Systems Manager - Jr	8	Plans, directs, and manages the daily operations of a computer operations department. Establishes department policies and procedures. Responsible for operation of mainframe and peripheral information system equipment and for developing schedules for equipment usage. Ensures that project/department milestones/goals are met and adhering to approved budgets.	Bachelors
6	Computer and Information Systems Manager - Mid	8	Plans, directs, and manages the daily operations of a computer operations department. Establishes department policies and procedures. Responsible for operation of mainframe and peripheral information system equipment and for developing schedules for equipment usage. Ensures that project/department milestones/goals are met and adhering to approved budgets.	Bachelors
7	Computer and Information Systems Manager - Sr	8	Plans, directs, and manages the daily operations of a computer operations department. Establishes department policies and procedures. Responsible for operation of mainframe and peripheral information system equipment and for developing	Bachelors

#	Labor Category	Exp.	Functional Responsibility	Education
			schedules for equipment usage. Ensures that project/department milestones/goals are met and adhering to approved budgets.	
8	Computer and Information Systems Manager - SME	8	Plans, directs, and manages the daily operations of a computer operations department. Establishes department policies and procedures. Responsible for operation of mainframe and peripheral information system equipment and for developing schedules for equipment usage. Ensures that project/department milestones/goals are met and adhering to approved budgets.	Bachelors
9	Management Analyst	3	Creates, implements, and maintains management solutions that enable users to optimize capabilities. Uses knowledge of end-to-end processes to analyze, cleanse, and operations elements, and ensure that information flows efficiently and consistently between users and stakeholders. Provides management governance and ensures operations integrity by coordinating management efforts across the organization. Troubleshoots issues related to management and identifies opportunities for improving management processes.	Bachelors
10	Microsoft SharePoint Administrator	3	Creates and maintains SharePoint environments and systems. Assists in the design, planning, and execution of SharePoint system design changes, updates, and other initiatives. Supports and trains SharePoint users. Assesses and resolves performance problems. Updates sites, manages permissions, and performs other support activities. Prepares and maintains related technical reports and documentation.	Associates
11	Microsoft Windows Server Support Administrator	3	Maintains and supports the integrity of the Microsoft Windows operating system environment and computer systems. Administers, installs and troubleshoots a variety of operating systems. Performs systems maintenance tasks, such as system back-up, recovery and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems. Monitors and maintains software licensing and maintenance agreements.	Associates
12	Mobile Device Administrator -Sr	5	Responsible for developing, testing, implementing, and maintaining mobile management and applications solutions. Troubleshoots system problems and issues and looks for ways to improve the overall device management or on device applications. Has knowledge of commonly-used concepts, practices, and procedures within a particular field (i.e., iOS, Android etc.).	Bachelors
13	Network and Computer Systems Administrator - Jr	1	Responsible for daily administration of a network/server environment. Installs, configures, and maintains system software. Monitors network performance, troubleshoots issues and deploys solutions. Plans and implements upgrades, patches, and installation of new applications and equipment. Creates and maintains a disaster	Associates

#	Labor Category	Exp.	Functional Responsibility	Education
			recovery, security and back up and restore plan. May assist with evaluating new technologies to optimize network efficiency and performance	
14	Network and Computer Systems Administrator - Mid	3	Responsible for daily administration of a network/server environment. Installs, configures, and maintains system software. Monitors network performance, troubleshoots issues and deploys solutions. Plans and implements upgrades, patches, and installation of new applications and equipment. Creates and maintains a disaster recovery, security and back up and restore plan. May assist with evaluating new technologies to optimize network efficiency and performance	Associates
15	Network and Computer Systems Administrator - Sr	5	Responsible for daily administration of a network/server environment. Installs, configures, and maintains system software. Monitors network performance, troubleshoots issues and deploys solutions. Plans and implements upgrades, patches, and installation of new applications and equipment. Creates and maintains a disaster recovery, security and back up and restore plan. May assist with evaluating new technologies to optimize network efficiency and performance	Bachelors
16	Network and Computer Systems Administrator - SME	8	Responsible for daily administration of a network/server environment. Installs, configures, and maintains system software. Monitors network performance, troubleshoots issues and deploys solutions. Plans and implements upgrades, patches, and installation of new applications and equipment. Creates and maintains a disaster recovery, security and back up and restore plan. May assist with evaluating new technologies to optimize network efficiency and performance	Bachelors
17	Project Manager	5	Manages and oversees all aspects of a technology project to ensure it is completed on-time and within budget. Has overall responsibility for managing scope, cost, schedule, internal staffing, vendors, and contractual deliverables. Develops detailed project plans. Monitors project milestones and generate periodic status reports. Evaluates and manages risk. Incorporates quality measures and standards to project deliverables. Possesses strong knowledge of technology.	Bachelors
18	Quality Assurance Analyst	3	Evaluates, tests, and validates IT systems services and /or software. Assesses service levels and product performance to ensure they meet established quality standards. Documents issues and tracks status in designated systems. Develops solutions to resolve problems and makes recommendations for improvements to process, configuration, and products. May develop new or special testing for new products or to troubleshoot and resolve complex issues.	Associates
19	Scientific Systems Administrator	5	Provides scientific and technical support for laboratory operations. Assembles, configures, and maintains equipment for use in tests and experiments. Operates	Bachelors

#	Labor Category	Exp.	Functional Responsibility	Education
			equipment, mixes chemical solutions, and performs analytical tests as assigned. Records test results and maintains records as instructed. Complies with all safety guidelines.	
20	Software Developer Applications - Jr	1	Develops, integrates, and delivers applications using front- end, back end, database and hosting tools. Delivers software products independently using functional specifications. Utilizes all layers of the stack to complete coding, UI/UX, database integrations, and deployment activities. Provides test plans. Experienced with AWS, API integration and cloud based architecture. Is proficient in the utilization of a variety of development programming languages such as C#, C++, JavaScript, Python, Ruby, Java, PHP, SQL, SQL Server, Oracle, MySQL, MongoDB, Redis, and HTML/CSS. Uses version control tools such as GIT, SVN, Mercurial and /or frameworks such as MEAN, Django, LAMP, or Ruby on Rails.	Associates
21	Software Developer Applications - Mid	3	Develops, integrates, and delivers applications using front- end, back end, database and hosting tools. Delivers software products independently using functional specifications. Utilizes all layers of the stack to complete coding, UI/UX, database integrations, and deployment activities. Provides test plans. Experienced with AWS, API integration and cloud based architecture. Is proficient in the utilization of a variety of development programming languages such as C#, C++, JavaScript, Python, Ruby, Java, PHP, SQL, SQL Server, Oracle, MySQL, MongoDB, Redis, and HTML/CSS. Uses version control tools such as GIT, SVN, Mercurial and /or frameworks such as MEAN, Django, LAMP, or Ruby on Rails.	Associates
22	Software Developer Applications - Sr	5	Develops, integrates, and delivers applications using front- end, back end, database and hosting tools. Delivers software products independently using functional specifications. Utilizes all layers of the stack to complete coding, UI/UX, database integrations, and deployment activities. Provides test plans. Experienced with AWS, API integration and cloud based architecture. Is proficient in the utilization of a variety of development programming languages such as C#, C++, JavaScript, Python, Ruby, Java, PHP, SQL, SQL Server, Oracle, MySQL, MongoDB, Redis, and HTML/CSS. Uses version control tools such as GIT, SVN, Mercurial and /or frameworks such as MEAN, Django, LAMP, or Ruby on Rails.	Bachelors
23	Software Developer Applications - SME	8	Develops, integrates, and delivers applications using front- end, back end, database and hosting tools. Delivers software products independently using functional specifications. Utilizes all layers of the stack to complete coding, UI/UX, database integrations, and deployment activities. Provides test plans. Experienced with AWS,	Bachelors

#	Labor Category	Exp.	Functional Responsibility	Education
			API integration and cloud based architecture. Is proficient in the utilization of a variety of development programming languages such as C#, C++, JavaScript, Python, Ruby, Java, PHP, SQL, SQL Server, Oracle, MySQL, MongoDB, Redis, and HTML/CSS. Uses version control tools such as GIT, SVN, Mercurial and /or frameworks such as MEAN, Django, LAMP, or Ruby on Rails.	
24	System Administrator (IT Specialist) - Jr	1	Maintains and supports the integrity of the operating system environment and various computer systems. Administers, installs and troubleshoots a variety of operating systems. Performs systems maintenance tasks, such as system back-up, recovery and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems. Monitors and maintains software licensing and maintenance agreements.	Associates
25	System Administrator (IT Specialist) - Mid	3	Maintains and supports the integrity of the operating system environment and various computer systems. Administers, installs and troubleshoots a variety of operating systems. Performs systems maintenance tasks, such as system back-up, recovery and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems. Monitors and maintains software licensing and maintenance agreements.	Associates
26	System Administrator (IT Specialist) - Sr	5	Maintains and supports the integrity of the operating system environment and various computer systems. Administers, installs and troubleshoots a variety of operating systems. Performs systems maintenance tasks, such as system back-up, recovery and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems. Monitors and maintains software licensing and maintenance agreements.	Bachelors
27	System Administrator (IT Specialist) - SME	8	Maintains and supports the integrity of the operating system environment and various computer systems. Administers, installs and troubleshoots a variety of operating systems. Performs systems maintenance tasks, such as system back-up, recovery and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems. Monitors and maintains software licensing and maintenance agreements.	Bachelors
28	Web Developer - Jr	1	Designs, develops, and maintains internal and external websites for an organization. Uses knowledge of common web development languages (e.g., HTML, Java, PHP, JSP, ASP.Net, Python, AJAX) to build and expand site functionality. Creates and enhances the overall website appearance using graphic/multi-media design software and designs site navigation that is clear and easy to understand. Ensures sites remain	Associates

#	Labor Category	Exp.	Functional Responsibility	Education
			scalable while complying with performance and security standards. Updates site content based on input from marketing and documents changes in source code.	
29	Web Developer - Mid	3	Designs, develops, and maintains internal and external websites for an organization. Uses knowledge of common web development languages (e.g., HTML, Java, PHP, JSP, ASP.Net, Python, AJAX) to build and expand site functionality. Creates and enhances the overall website appearance using graphic/multi-media design software and designs site navigation that is clear and easy to understand. Ensures sites remain scalable while complying with performance and security standards. Updates site content based on input from marketing and documents changes in source code.	Associates
30	Web Developer - Sr	5	Designs, develops, and maintains internal and external websites for an organization. Uses knowledge of common web development languages (e.g., HTML, Java, PHP, JSP, ASP.Net, Python, AJAX) to build and expand site functionality. Creates and enhances the overall website appearance using graphic/multi-media design software and designs site navigation that is clear and easy to understand. Ensures sites remain scalable while complying with performance and security standards. Updates site content based on input from marketing and documents changes in source code.	Bachelors
31	Web Developer - SME	8	Designs, develops, and maintains internal and external websites for an organization. Uses knowledge of common web development languages (e.g., HTML, Java, PHP, JSP, ASP.Net, Python, AJAX) to build and expand site functionality. Creates and enhances the overall website appearance using graphic/multi-media design software and designs site navigation that is clear and easy to understand. Ensures sites remain scalable while complying with performance and security standards. Updates site content based on input from marketing and documents changes in source code.	Bachelors
32	IT Customer Support Analyst - Jr	1	Maintains and supports the integrity of the operating system environment and various computer systems. Tier 1 Administration and troubleshooting of a variety of systems. Performs systems maintenance tasks, such as system back-up, recovery and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems.	High School Equivalent
33	IT Customer Support Analyst - Mid	3	Maintains and supports the integrity of the operating system environment and various computer systems. Tier 1 Administration and troubleshooting of a variety of systems. Performs systems maintenance tasks, such as system back-up, recovery and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems.	High School Equivalent

#	Labor Category	Exp.	Functional Responsibility	Education
34	IT Customer Support Analyst - Sr	5	Maintains and supports the integrity of the operating system environment and various computer systems. Tier 1 Administration and troubleshooting of a variety of systems. Performs systems maintenance tasks, such as system back-up, recovery and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems.	High School Equivalent
35	IT Customer Support Analyst - SME	8	Maintains and supports the integrity of the operating system environment and various computer systems. Tier 1 Administration and troubleshooting of a variety of systems. Performs systems maintenance tasks, such as system back-up, recovery and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems.	High School Equivalent
36	Computer Systems Analyst - Jr	1	"Analyze science, engineering, business, and other data processing problems to implement and	Associates
37	Computer Systems Analyst - Mid	3	improve computer systems. Analyze user requirements, procedures, and problems to automate	Associates
38	Computer Systems Analyst - Sr	5	or improve existing systems and review computer system capabilities, workflow, and scheduling	Bachelors
39	Computer Systems Analyst - SME	8	limitations. May analyze or recommend commercially available software."	Bachelors
40	IT Analyst - Jr	1	Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.	Associates
41	IT Analyst - Mid	3	"Analyze science, engineering, business, and other data processing problems to implement and	Associates
42	IT Analyst - Senior	5	improve computer systems. Analyze user requirements, procedures, and problems to automate	Bachelors
43	IT Analyst - SME	8	or improve existing systems and review computer system capabilities, workflow, and scheduling	Bachelors
44	IT Engineer - Jr	1	limitations. May analyze or recommend commercially available software."	Associates
45	IT Engineer - Mid	3	Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system	Associates

#	Labor Category	Exp.	Functional Responsibility	Education
			capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.	
46	IT Engineer- Sr	5	Provides expert analytical and/or scientific solutions for highly complex technical/scientific matters. May analyze program activities, such as acquisition or program planning, program "should cost" analyses, financial management, cost analysis, and other tasks related to government programs, weapon systems, or similar complex programs.	Bachelors
47	IT Engineer- SME	8	Provides expert analytical and/or scientific solutions for highly complex technical/scientific matters. May analyze program activities, such as acquisition or program planning, program "should cost" analyses, financial management, cost analysis, and other tasks related to government programs, weapon systems, or similar complex programs.	Bachelors
48	IT Trainer - Jr	1	Provides expert analytical and/or scientific solutions for highly complex technical/scientific matters. May analyze program activities, such as acquisition or program planning, program "should cost" analyses, financial management, cost analysis, and other tasks related to government programs, weapon systems, or similar complex programs.	Associates
49	IT Trainer - Mid	3	Provides expert analytical and/or scientific solutions for highly complex technical/scientific matters. May analyze program activities, such as acquisition or program planning, program "should cost" analyses, financial management, cost analysis, and other tasks related to government programs, weapon systems, or similar complex programs.	Associates
50	IT Trainer - Sr	5	Performs consultation on variety of engineering disciplines (systems, network, IA, IO, etc) to provide leadership, analysis, and process of technical systems.	Bachelors
51	IT Trainer - SME	8	Performs consultation on variety of engineering disciplines (systems, network, IA, IO, etc) to provide leadership, analysis, and process of technical systems.	Bachelors