



## **GSA CONTRACT #: GS-00F-0005W**



**GSA CONSOLIDATED FEDERAL SUPPLY SCHEDULE 00**

**AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST/CATALOG  
CONTRACT PERIOD: January 1, 2010 to May 3, 2017**

**SPECIAL ITEM NUMBERS (SIN) AWARDED**

**C132-51 C51-504 C51-506 C51-509**

**WWW.DOMAONLINE.COM**

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-drive database system. The internet address for GSA Advantage is: <http://www.gsaadvantage.gov>.

**Contracts Administrator: Mr. Wayne DeAtley, Contract Administrator  
757-306-4920, FAX: 757-306-4922  
[Wayne.Deatley@domaonline.com](mailto:Wayne.Deatley@domaonline.com)**

**CATALOG INCORPORATES ALL CHANGES THROUGH MODIFICATION PA-0010,  
EFFECTIVE APRIL 24, 2012**

*DOMA Technologies LLC, 2875 Sabre St. Suite 500, Virginia Beach, VA 23452, 757-306-4920 FAX: 757-306-4922*



## **Customer Contract Specific Information**

1.     Awarded SIN #: C51-504     Records Management Services  
       Awarded SIN #: C51-506     Document Conversion Services  
       Awarded SIN #: C51-509     Network Connectivity Support Services  
       Awarded SIN #: C132-51     Information Technology Professional Services
  
2.     Maximum Order Threshold: \$1,000,000.00 (All SINs)
  
3.     Minimum Order: \$100
  
4.     Geographic Coverage (Delivery Area): Worldwide
  
5.     Labor Categories and prices listed include a .075% GSA Industrial Funding Fee.
  
6.     Prompt Payment Discount: 1% discount if paid within 1-29 days.
  
7.     Acceptance of Government Credit Cards: Government credit cards will be accepted for orders above and below the micro-purchase threshold.
  
8.     Ordering Address:  
       DOMA Technologies, LLC  
       2875 Sabre St., Suite 500  
       Virginia Beach, Virginia 23452  
       757-306-4920 (Phone)         757-306-4922 (FAX)  
  
       \*Please send to the attention of the Contracts Administrator, Mr. Wayne DeAtley  
       ([Wayne.DeAtley@domaonline.com](mailto:Wayne.DeAtley@domaonline.com))
  
9.     Payment Address:     DOMA Technologies, LLC  
                                   2875 Sabre St., Suite 500  
                                   Virginia Beach, Virginia 23452
  
10.    Data Universal Number System (DUNS) Number: 113657253
  
11.    Central Contractor Registration (CCR) Database: DOMA Technologies is registered in the CCR Database and in ORCA for Online Representations and Certifications.



## 12. SCOPE

- a. The prices, terms and conditions stated under Special Item Number C132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the Government location, as agreed to by the Contractor and the ordering office.

## 13. PERFORMANCE INCENTIVES

- a. When using a performance based statement of work, performance incentives may be agreed upon between the Contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- b. The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
- d. The above procedures do not apply to Time and Material or labor hour orders.

## 14. ORDERING PROCEDURES FOR SERVICES REQUIRING A STATEMENT OF WORK

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3). GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

- (a) When ordering services, ordering offices shall—
  - (1) Prepare a Request (Request for Quote or other communication tool):
    - (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
    - (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be

requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence.

When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

(iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(i) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

(i) Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(ii) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.



(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

(b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs, ordering offices shall—

(1) Inform contractors in the request (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) SINGLE BPA: Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) MULTIPLE BPAs: When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.

(2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of



Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

Ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for Ordering Offices," paragraph #12.

#### 15. ORDER

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

#### 16. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering office.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.

c. The Agency should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

#### 17. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

#### 18. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 Rights in Data – General, may apply.



## 19. RESPONSIBILITIES OF THE GOVERNMENT

Subject to security regulations, the ordering office shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

## 20. INDEPENDENT CONTRACTOR

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the Government.

## 21. ORGANIZATIONAL CONFLICTS OF INTEREST

### a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract. “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed Government contract, without some restriction on activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the Government, ordering offices may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## 22. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering office on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

## 23. PAYMENTS

For firm-fixed price orders the Government shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts (Alternate I (APR 1984)) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (FEB



2002) (Alternate II (FEB 2002)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

#### 24. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user agency upon request.

#### 25. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering agency in accordance with the guidelines set forth in the FAR.

#### 26. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

### **DOMA TECHNOLOGIES, LLC CORPORATE OVERVIEW**

Meeting the challenge of change has become a highly visible focus of attention throughout the DOMA Technologies corporate structure. In spite of continued evolutions in customer requirements and rapidly changing information systems technology, our organizational strengths have remained both exceptional and diversified—whether creating large turn-key systems solutions or enhancing the records/document management capabilities of our individual customers. Our attitude of “Customer First” remains the cornerstone for achieving our long range goals and strategies in meeting the challenges of the IT environment in the 21<sup>st</sup> century. Understanding, operating, and maintaining modern enterprise systems with constantly changing software/hardware and networking technologies has never been as demanding as it is today, or will be in the future. Our professional staff of personnel assigned to our customer support teams have successfully met all previous challenges of changing technology and incorporated them into the daily operating environment of our organization and into the operating environments of our customers. Our unyielding standards of quality, responsiveness, and flexibility have led us to successfully support our customers in meeting their challenges for today’s IT and records management requirements.

DOMA Technologies, LLC was founded and formed in 2000. Our corporate office is located in Virginia Beach, Virginia, with support offices located in Washington, DC. We have over **220 employees located throughout the US**, all managed from our corporate offices. DOMA is certified as 8(a) by the U.S. Small Business Administration and is classified in the System for Award Management (SAM) with the following Business Types:

- Woman-Owned Business
- Woman-Owned Small Business
- Economically Disadvantaged Woman-Owned Small Business
- Hispanic American-Owned
- Veteran-Owned Business



With Enterprise document management and software development as its foundational core competency, DOMA has developed a comprehensive, secure, and scalable cloud-based Electronic Document Management platform that addresses a broad spectrum of business needs in the area of document imaging, records management, workflow management, and document retrieval.

We have undergone rigorous quality improvement initiatives to meet the international quality standard of ISO 9001:2008 and received our ISO registration in 2009. DOMA is a ***“Turnkey Solutions” Information Technology*** company currently providing systems engineering, installation, integration, software development, document management software and services, operations/end user support and end-user training support services to Federal/State Government clients as well as non-federal customers in industries such as healthcare, education, legal, and financial services. As shown by our continued growth and expanding customer base, our management continually seeks new business opportunities to add depth and diversity to our core competencies and business base.

DOMA corporate management is directed by a Program Management Office (PMO), comprised of experienced and qualified program managers. Our PMO is in place to standardize and introduce economies of repetition in the execution of projects. The PMO is the source of documentation, guidance and metrics on the practice of project management and execution. We have our PMO in place as a strategic driver for organizational excellence, seeking to enhance the practices of management execution, organizational governance, and strategic change management. DOMA has a proven record of staffing for a variety of programs and projects. The success of our recruiting and retention efforts can be attributed to an exceptional reputation in the community and our unique approach to employment. It is because of the commitment to its employees that allows DOMA the ability to provide and retain high-quality individuals with the critical skills needed to meet our customers’ requirements.

DOMA believes that corporate experience is not only the completion of the task, but the manner in which it was managed – the timeliness of the effort, the direct interface with the customer, and the quality of the work itself. DOMA brings a comprehensive and professional management approach to meet the challenges of ensuring all contract activities are well-defined, planned, resourced, and controlled, with zero tolerance for cost overruns or schedule slippage. This management approach is further emphasized through our relationships with our vendors and subcontractors. By continually developing and maintaining outstanding partnerships, DOMA is able to provide our customers with quality products and a high level of satisfaction with contract performance. DOMA has managed Document Management and IT Development contracts, as well as work-flow implementation and life-cycle support that were mission critical, time critical, and service critical to our customers. These successful contracts were a direct result of our unyielding corporate commitment to high levels of performance and outstanding responsiveness to our customers’ needs as part of our contract management and oversight on past contract efforts.



**DOMA TECHNOLOGIES, LLC  
PUBLISHED SOFTWARE PRICING AND LABOR RATES  
FOR AWARDED SPECIAL ITEM NUMBERS (SIN'S)**

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**SIN C51-504**

**RECORDS MANAGEMENT SERVICES (RMS)**

**FILE ORGANIZATION AND FILE MAINTENANCE SERVICES:**

These are on-site services which include, but are not limited to: organize paper or electronic files in any work area and track them electronically, information and document indexing, scanning, labeling, bar coding, and filing.

Geographic Service Location(s):      Worldwide

**STORAGE SERVICES:**

Generally includes the preparation of files for media preparation for storage, archive, retrieval and pick-up services, managing records throughout the life cycle, 24 X 7 access and document and records accountability.

Geographic Service Location(s):      Worldwide

**SIN C51-506**

**DOCUMENT CONVERSION SERVICES (DCS)**

Document Conversion involves scanning of an original paper document, data, or graphics into digital data, which is then transferred to a new media and format for use in a document imaging and storage system. This service may include:

- Back file and Day Forward Conversion, Data Entry, State-of-the Art Scanning,
- Indexing, Hyper link, Web Hosting, Media of Choice, Blowback, Classified and Non-classified documents

Geographic Service Location(s):      Worldwide

**SIN C51-509**

**NETWORK CONNECTIVITY SUPPORT SERVICES (NCSS)**

Network Connectivity Support Services is designed to manage and support customer's software applications, network operating systems as it relate to your digital equipment. With this solution, the customer has the ability to search, view, and access, print and communicates right from your desktop.

Geographic Service Location(s):      Worldwide



**DOMA TECHNOLOGIES LABOR CATEGORY PRICING FOR  
THE FOLLOWING SPECIAL ITEM NUMBERS (SIN)**

Awarded SIN #: **C51-504**      Records Management Services  
 Awarded SIN #: **C51-506**      Document Conversion Services  
 Awarded SIN #: **C51-509**      Network Connectivity Support Services

Labor Code	Labor Category Description Document Management Support Services	Jan. 1, 2012 Prices
1	Program Director	\$106.82
2	Project Manager	\$91.45
3	Senior Subject Matter Expert	\$123.65
4	Subject Matter Expert	\$106.32
5	Senior Systems Engineer	\$92.65
6	Information Systems Engineer	\$74.88
7	Network Engineer	\$68.97
8	Senior Analyst	\$62.71
9	Mid Level Analyst	\$48.52
10	Analyst	\$39.63
11	Programmer Analyst III	\$70.10
12	Programmer Analyst II	\$60.74
13	Programmer Analyst I	\$51.38
14	Senior Database Administrator	\$67.99
15	Database Analyst	\$59.41
16	Configuration Management Specialist	\$51.38
17	Quality Assurance/Control Specialist	\$49.40
18	Security Specialist	\$73.45
19	Multimedia Training Manager	\$88.77
20	Multimedia Training Specialist	\$60.74
21	Senior Technical Writer	\$44.95
22	Technical Writer	\$36.72
23	Documentation Specialist	\$24.47
24	Senior Web/Internet Developer	\$116.93
25	Web/Internet Developer	\$87.99
26	Senior Technical/Data Librarian	\$57.27
27	Senior Functional Analyst	\$95.45
28	Functional Analyst	\$77.06
29	Instructional Designer	\$85.16
30	Task Supervisor	\$74.72

31	Senior Technician	\$52.26
32	Technician	\$31.29
33	Network Administrator	\$73.59
34	Help Desk Manager	\$46.92
35	Help Desk Technician	\$38.15
36	Records Supervisor	\$66.46
37	Records Analyst 1	\$56.52
38	Records Analyst 2	\$59.59
39	Testing Specialist	\$63.39
40	Data Technician	\$27.89
41	Data Entry Operator	\$29.32
42	Scanning Supervisor	\$46.19
43	Scanning/Microfilm Specialist 1	\$34.34
44	Scanning/Microfilm Specialist 2	\$37.10
45	Document Control Specialist	\$36.01
46	Warehouse Specialist	\$33.87
47	Administrative Support Specialist	\$31.35

## 1. Program Director

**Functional Responsibility:** Serves as the counterpart to the client project/technical manager for intermediate to complex IT or telecommunications-related programs. Manages project support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with various levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management regarding the status of specific Contractor project and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met. **Minimum Education and Experience Requirements:** Bachelor's Degree (with an emphasis in Records Management, Library Science, Business Administration, or Information Management) plus a minimum of 6 years intensive and progressive experience in the design and management of electronic records management systems and applications and/or related IT programs. At least 2 years experience supervising document management and/or records management projects of at least 8 personnel.

## 2. Project Manager

**Functional Responsibility:** Serves as the counterpart to the client program/technical manager for intermediate to complex IT or telecommunications-related programs. Manages program support operations involving multiple tasks and personnel. Organizes, directs and coordinates planning and execution of all program support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor program activities and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and



deliverables are met. **Minimum Education and Experience Requirements:** Bachelor's Degree (with an emphasis in Records Management, Library Science, Business Administration, or Information Management) plus a minimum of 4 years intensive/progressive experience in the design and management of electronic records management systems/applications or related IT programs. 2 years supervising document management and/or records management projects of at least 5 personnel.

### **3. Senior Subject Matter Expert**

**Functional Responsibility:** Provides high-level subject matter expertise for both electronic and paper based document/records management policy, procedures, software and systems described in the IT or system related customer program or task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software and hardware application design and development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Directs the composition or composes and finalizes documentation. **Minimum Education and Experience Requirements:** Bachelor's Degree (With an emphasis in Records Management, Library Science, Business Administration, or Information Management) plus a minimum of 8 years related experience.

### **4. Subject Matter Expert**

**Functional Responsibility:** Provides subject matter expertise for both electronic and paper based document/records management policy, procedures, software and systems described in the IT or system related customer program or task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high level knowledge of the subject matter for effective implementation. From a document management systems standpoint, participates as needed in all phases of software and hardware application design and development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. Provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Directs the composition or composes and finalizes documentation. **Minimum Education and Experience Requirements:** Bachelor's Degree (With an emphasis in Records Management, Library Science, Business Administration, or Information Management) plus a minimum of 5 years experience.

### **5. Senior Systems Engineer**



**Functional Responsibility:** Works from specifications to design, develop or modify complex operating systems applications and/or hardware configurations. Assists with the design, coding, benchmark testing, debugging and documentation of programs. Supports the development of Document Management and Imaging systems and applications dealing with the overall operating system, such as sophisticated file maintenance routines and computer interfaces. Works on most phases of software systems programming applications. Performs a variety of tasks, which are broad in nature and are concerned with the design and implementation of integrated systems, including personnel, hardware, software and support facilities and/or equipment. Works independently. May train subordinate engineers. May be task leader. **Minimum Education and Experience Requirements:** Bachelor's Degree in engineering or computer science or related field of study, plus 4 year's experience.

## **6. Information Systems Engineer**

**Functional Responsibility:** Works from specifications to develop or modify operating systems applications and/or network/desktop hardware configurations. Assists with design, coding, benchmark testing, debugging and documentation of document management and imaging programs. Supports applications dealing with the overall operating system and file maintenance routines. Supports web based/internet interface and other less complicated software packages. Works on most phases of software programming applications. **Minimum Education and Experience Requirements:** Bachelor's Degree plus 2 years related experience.

## **7. Network Engineer**

**Functional Responsibility:** Performs a variety of network management functions in support of Document Management and Imaging systems related to operation, performance or availability of data communications networks. Modifies command language programs, network start up files, assigns/re-assigns network device logical, analyzes network performance and recommends adjustments to wide variety of complex network management functions with responsibility for overall performance and availability of networks. LAN/WAN consultant skilled in network analysis, integration and tuning. Analyze client LANs/WANs, and recommend reconfiguration and implementation of network hardware to increase performance or to meet new requirements. Working knowledge of network operating systems. Conducts load balancing efforts to achieve optimum scanning and imaging device utilization and network performance. May serve as task leader on projects. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent certification and 4 years experience.

## **8. Senior Analyst**

**Functional Responsibility:** Performs detailed systems analysis, design, programming, documentation or implementation of large to mid-sized document management and/or imaging systems and applications with customers existing systems for effective implementation. Studies customer's information/records/document processing procedures/capabilities to improve production or workflow. Prepares workflow charts and diagrams to specify operations to be performed by computers and operations to be performed by personnel working with the electronic document management system. Plans and prepares technical reports, instructional manuals and assists in the documentation of applications development. **Minimum Education**



**and Experience Requirements:** A Bachelor's Degree or a project-related IT or telecommunications certification, plus 5 years of related experience.

#### **9. Mid Level Analyst**

**Functional Responsibility:** May perform systems analysis, design, programming, documentation or Implementation of small to mid-sized systems applications. Confers with supervisors on unusual matters. May review capabilities, workflow, and limitations to determine if requested capability or modification is possible, also studies records/document management workflow processing. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, or a project-related IT or telecommunications certification, plus 3 year related experience.

#### **10. Analyst**

**Functional Responsibility:** Performs varied tasks under minimum supervision, conferring with supervisor on unusual matters. May be assisted by more junior personnel in the analysis, design, programming, documentation or implementation of systems applications. May review capabilities, workflow, and limitations, also studies information-processing. Works under supervision of a Senior Analyst. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, or a project-related IT or telecommunications certification, plus 1 year related experience.



### **11. Programmer-Analyst III**

**Functional Responsibility:** Works independently, with management review of end results or acts as lead programmer. Interprets, implements, and maintains complex operating systems and subsystems from specifications prepared by vendors and engineers. Directs or fine-tunes document management and imaging applications to maximize throughput on various computing platforms and equipment configurations. Responsible for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Designs, codes, installs, and maintains appropriate systems software program; identifies, evaluates, tailors, and directs the implementation of vendor-supplied software. Performs systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; recommends to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems. Has prime accountability for the maintenance and operating efficiency of a major subsystem. Continually assesses the performance of appropriate software systems to identify and correct problems that impact operation efficiency and work quality. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, plus 5 years of related work experience.

### **12. Programmer-Analyst II**

**Functional Responsibility:** Interprets, implements, and maintains operating systems and subsystems from specifications prepared by vendors and engineers. May fine-tune document management and imaging applications to maximize throughput on various computing platforms and equipment configurations. Supports integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Supports design, code, installation, and maintenance of appropriate systems software program. Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages. Performs re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; prepares alterations to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent plus 2 years related work experience.

### **13. Programmer-Analyst I**

**Functional Responsibility:** Interprets, implements, and maintains simple operating systems and subsystems from specifications prepared by vendors and engineers. May fine-tune simple applications to maximize throughput on various computing platforms and equipment configurations. Support efforts for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Supports design, code, installation, and maintenance of appropriate systems software program. Performs simplistic systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; supports gathering of information to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems. **Minimum Education and Experience Requirements:** Associate's Degree plus 1 year related experience.



#### **14. Senior Database Administrator**

**Functional Responsibility:** Designs and establishes data files and control procedures for mid to complex systems of networked systems for the document management and/or imaging systems being installed. Responsible for data integrity. May assign passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports; generate output such as labels, letters, and forms. Responds to frequent management requests for information. Sometimes is the Task Leader or supervisor of junior and/or entry level database administrators. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 3 years experience.

#### **15. Database Analyst**

**Functional Responsibility:** Analyzes complex organizational and computer database system(s); designs and implements client document management/records management/imaging systems in both stand-alone and network configurations; is very knowledgeable in both commercially-available off-the-shelf (COTS) and custom database software platforms; develops technical documentation detailing the installation procedures. Performs analyses of organizational and computer database system(s). Designs and implements database systems in both stand-alone and networks configurations using commercially available and customized software platforms. Requires very little supervision. Performs training of lower-level database analysts. **Minimum Education and Experience Requirements:** Bachelor's Degree and 3 years of experience.

#### **16. Configuration Management Specialist**

**Functional Responsibility:** Develops and maintains complex configuration management plans, implementation scheduling and software documentation for all Document/Records Management Software Systems and life-cycle reviews. Shall be capable of monitoring the configuration control process and ensuring that procedures comply with client and/or applicable software specifications. Acts as lead when required, reports to the Project Manager/Program Manager. Knowledgeable of software development techniques, configuration audits and client/government regulations, manuals, standards and industry publications related to configuration/data management required to perform the task. Trains lower level configuration management specialist. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent in a related field and 3 years experience.

#### **17. Quality Assurance/Control Specialist**

**Functional Responsibility:** Supports the development and implementation of quality control methodologies to ensure compliance with document imaging/scanning/retention quality assurance standards, guidelines and procedures IAW Federal and DoD policy and procedures. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development cycle. **Minimum Education and Experience Requirements:** Associate's Degree or equivalent and 4 year experience.



## **18. Security Specialist**

**Functional Responsibility:** Analyze and design small to complex security requirements for Multilevel Security (MLS) issues for electronic document management, scanning/indexing system applications and web portal requirements. Design, develops, engineers, and implements solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analysis and risk assessments as required. **Minimum Education and Experience Requirements:** Bachelor's degree or equivalent and 4 years experience.

## **19. Multimedia Training Manager**

**Functional Responsibility:** Manages and is responsible for all operations within the training organization for all customer training requirements as they relate to document management, imaging, and scanning software, systems and applications. Supervises, schedules, plans, develops and performs training courses that are up to date and applicable. Ensures that all training courses are appropriate and effective. Responsible for major training projects with training data of a higher complexity and importance than those normally assigned to lower level trainers. Responsible for development and generation of user manuals, training manuals and other documentation required. Responsible for the coordination of training activities, classroom space is adequate. Ensures that all training materials, media and manuals are provided to students. Responsible for supervising and training subordinate training specialist. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 6 years experience.

## **20. Multimedia Training Specialist**

**Functional Responsibility:** Supports efforts associated with scheduling, planning, developing and performing training courses to end users and systems support personnel for all document/records/scanning/indexing system applications. Supports efforts that ensure all training courses are current, appropriate and effective. Performs coordination of training activities including distance learning and online training classes. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are available to students. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 3 years experience.

## **21. Senior Technical Writer**

**Functional Responsibility:** Gathers, analyzes, and composes technical information for technical documents, manuals, instructions, policy and procedures guides, systems specifications, and systems operating requirements. Conducts research and ensures the use of proper technical terminology for IT/Communications systems for operators and end users. Ensures a level of understanding for written text for end users. Interfaces with systems developers, analysts, programmers, computer operators and end users in ensuring technical accuracy and completeness. May be required to develop output in HTML, PDF, web-based, and other multi-media formats. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent (preferably English, Literature, or other related discipline) and 5 years of experience writing and editing technical reports and documents.

## 22. Technical Writer

**Functional Responsibility:** Collect, analyze, and organize information required for technical documentation and for the preparation of manuals, materials, and reports. Reviews existing technical literature, develops descriptive copy, and verifies documentation with related departments. May coordinate the production and distribution of finished materials. Develops written technical materials and methodology with regard to information systems and end user requirements. Must have experience in multiple types of word processing systems, and have the capability to develop online technical documentation. May be required to develop output in HTML, PDF, web-based, and other multi-media formats. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent (preferably English, Literature, or other related discipline) and 2 years of experience writing and editing technical reports and documents.

## 23. Documentation Specialist

**Functional Responsibility:** Responsible for preparing and/or end users documentation, maintenance documentation, systems specifications, procedures and methods, including user reference manuals. Provides or coordinates documentation services as required. Composes and finalizes both functional and IT documentation, including specifications and user manuals, in the style and format required by individual task. Receives initial functional specifications and transform that data into end user documentation. May be required to develop output in HTML, PDF, web-based, and other multi-media formats. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent (preferably English, Literature, or other related discipline) and 3 years of experience writing and editing technical reports and documents.

## 24. Senior WEB/Internet Developer

**Functional Responsibility:** Assigned as a Webmaster for establishing and maintaining WEB Sites and the creation/design of WEB pages in support of ASP Document/Records/Imaging/Scanning software and System Applications. Provides support in software development/engineering, specification development, system design, programming, and testing using software applications including JAVA, JDBC, HTML, PERL, SML, FoxPro, Front Page, Visual Basic, FLASH, C//C++ and other Internetworking protocols/development languages. Manages and configures Web Servers and Web Content Document Management Systems. Also documents, designs, and prepares technical reports, presentations, and briefs as required. Develops customer specific reports and databases for web based ASP requirements. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent and 4 years of experience.

## 25. WEB Internet Developer

**Functional Responsibility:** Assists in the development and maintenance of WEB Sites and the creation/design of WEB pages in support of ASP Document/Records/Imaging/Scanning software and System Applications. Translates applications requirements into the design of complex web sites, including integrating web pages and applications to serve as either stand alone sites or as the front end to web-based applications. Provides configuration, installation, maintenance, and site policy development. Formulates, defines system scope, prepares specifications, and develops coding, testing, implementation and life-cycle support of customer web sites. Utilizes multiple types of software applications and languages/protocols including: JAVA, JDBC, HTML, PERL,



SML, FoxPro, Front Page, Visual Basic, FLASH, C/C++, XML, and PowerBuilder. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent and 1 years of experience.

## **26. Senior Technical/Data Librarian**

**Functional Responsibility:** Participates in the system applications and database design, classification, indexing, cataloging, updating, and control of manuals, papers, records, documents, instructions, specifications, reports, multimedia, and electronic data. Maintains the electronic databases for the conversion of manual records for configuration control of all paper based documentation. Maintains electronic records databases including troubleshooting, managing automated records/document management systems, developing/maintaining document web sites, and tracking changes to the electronic system as to existing databases. Stays current with and shares knowledge of new technologies that contribute to access, creation and use of electronic data files. **Minimum Education and Experience Requirements:** Bachelors Degree (with an emphasis in Records Management, Library Science, Business Administration, or Information Management) or equivalent and 4 years of experience.

## **27. Senior Functional Analyst**

**Functional Responsibility:** Analyzes end user requirements to determine functional and cross-functional operating requirements for document/records workflow procedures and processes. Conducts functional distribution to identify specific job tasks and their interrelationships. Develops and maintains DBMS, including designing and analyzing systems, using current operating systems and performs data manipulation. Identifies system requirements for each functional task area. Provides daily supervision and direction to support staff. **Minimum Education and Experience Requirements:** Six years of current experience directly related to the use of structured analysis; design methodologies, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems and or records management systems. Bachelors Degree in Engineering, Computer Science, Information Systems, or other related technical discipline.

## **28. Functional Analyst**

**Functional Responsibility:** Participates in the collection and analyzing of organizational requirements and develops functional requirements for systems operations. Provides input for computer software and system design, documentation development/changes, conducts functional testing of specific software applications, and assists in designing interfaces necessary for software modifications. Provides database and system input. Develops reports, charts, presentations, drawings, and provides input for new end user training requirements. **Minimum Education and Experience Requirements:** Shall have three years extensive hands-on experience in a functional and/or technical position supporting multiple types of operating systems and software applications. Should have experience in developing, testing and/or implementing application software. Bachelors Degree in Engineering, Computer Science, Information Systems, or other related technical discipline.



### **29. Instructional Designer**

**Functional Responsibility:** Responsible for hands-on development and production of computer based/paper based/web based curriculum/educational/training materials and study guides in accordance with the principals and processes of formal Instructional Systems Design. Task includes developing and following project schedules, composing course designs, outlines, lesson guides, test questions, graphics, student applications and study materials. Performs review of curriculum drafts and curriculum-related documentation for content, consistency, spelling, grammar, punctuation and style. **Minimum Education and Experience Requirements:** Shall have five years experience in curriculum development, Education, Technical Writing, Training, or have filled a position as a subject matter specialist in a functional and/or technical position related to the curriculum being developed. Bachelors Degree in Education, English, Instruction Systems, or a related field.

### **30. Task Supervisor**

**Functional Responsibility:** Responsible for the coordination and supervision of a specific task or function. Ensures all activities are carried out in accordance with project requirements and objectives. Typically supervises between 10 and 30 employees. Responsible for day-to-day coordination and administration of task efforts, quality and productivity. Works closely with project manager and/or customer personnel. Ensures completion of administrative reporting, training, timecards, daily reports, logs and narratives. Sets up and manages project facilities as required by workload requirements. **Minimum Education and Experience Requirements:** Bachelors Degree in a related field or equivalent and three to five years of work experience.

### **31. Senior Technician**

**Functional Responsibility:** Serves as lead or expert field engineer. Possess expert knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. As it relates to Hardware/Software support, oversees efforts or provides maintenance support for customer-owned or leased equipment and products. May perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies. **Minimum Education and Experience Requirements:** Associate’s Degree (or equivalent), or a project-related IT or telecommunications technical certification PLUS 4 years experience.

### **32. Technician**

**Functional Responsibility:** Serves as field engineer. Performs varied and difficult tasks under minimum supervision. Possess knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. As it relates to Hardware/Software support, oversees efforts or provides maintenance support for customer-owned or leased equipment and products. May perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies.



**Minimum Education and Experience Requirements:** Associate's Degree (or equivalent), or a project-related IT or telecommunications technical certification plus up to 3 years experience.

### **33. Network Administrator**

**Functional Responsibility:** Designs, installs, and maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks, Designs, test, and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure no disruption of mission-critical applications. Designs and maintains fault-tolerant systems and manages systems backups. Generally has supervisory responsibility for subordinate network analyst. May serve as task leader. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent certification and 2 years experience.

### **34. Help Desk Manager**

**Functional Responsibility:** Provides specialized management of help desks in a multi-server environment. Provides detailed knowledge of PC/Desktop operating systems, networks, and mail standards. Assists in information system development and network support in a client/server environment. Works with hardware and software vendors for warranty and non-warranty repair issues. Monitors all help desk activity, reviews daily reports from the HD tracking system and coordinates support and training of end users. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 5 years experience.

### **35. Help Desk Technician**

**Functional Responsibility:** Provides telephone and in-person support to end users in the areas of E-mail, directories, desktop applications, hardware and software issues, and network troubleshooting problems. Serves as the initial point of contact for troubleshooting network applications and hardware, software, and printer problems. Enters data into the help desk software database to identify, escalate, and fix /repair individual support issues. **Minimum Education and Experience Requirements:** Associates Degree or equivalent and 2 years IT experience.

### **36. Records Supervisor**

**Functional Responsibility:** Supervises the operation of a document/records division of a facility or a unit within a facility. Coordinates the work of records technicians and clerks. Plans and organizes the work of the contractor staff. Investigates problems, determines causes, and designs and conducts task and changes necessary to correct problems and prevent reoccurrence. Makes arrangements for urgently required responses. Coordinates review of materials, pending requests, collection and compilation of reports, and conducts quality reviews. **Minimum Education and Experience Requirements:** Requires Associates Degree and at least four years working in an office or records management environment.

### **37. Records Analyst 1**

**Functional Responsibility:** Assists others in performing analysis and inventory of documents/records in general office, field offices, plants, hospitals, and any remote records centers. Develops retention schedules, incorporates data, prepares records for retention, and



ensures consistency in records content. Stores, maintains, researches and retrieves records maintained by an organization in paper, microform and electronic format. Organizes files by category and chronological date and determines disposition. Develops and maintains records management databases as required. **Minimum Education and Experience Requirements:** Requires Associates Degree and one to three years working in an office or records management environment.

### **38. Records Analyst 2**

**Functional Responsibility:** Responsible for performing analysis and inventory of documents/records in general office, field offices, plants, hospitals, and any remote records centers. Develops retention schedules, incorporates data, prepares records for retention, and ensures consistency in records content. Stores, maintains, researches and retrieves records maintained by an organization in paper, microform and electronic format. Organizes files by category and chronological date and determines disposition. Develops and maintains records management databases as required. Oversees work of junior personnel. Reviews and incorporates regulatory and operational policy and procedures. Recommends media formats and storage requirements of specific records. **Minimum Education and Experience Requirements:** Requires Associates Degree and at least four years working in a records management program or library environment.

### **39. Testing Specialist**

**Functional Responsibility:** Develops test plans, designs test scenarios, develops test programs and documents test results to ensure Electronic Records Management and Scanning/Imaging systems and software perform as designed and required. Develops software QA plans. Develops and maintains processes for evaluating software and associated documentation in a customers operating environment. Participates in formal and informal reviews throughout the development life cycle. Responsible for developing and integrating testing into the full software development process. Reviews system requirements and functional specifications for early defect detection and develops high level plans as well as detailed test scenarios. Analyzes internal security within software and systems. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent IT Certifications and 4 years of experience.

### **40. Data Technician**

**Functional Responsibility:** Provides repository related support functions and customer service functions using existing databases. Performs repository and technical library functions, using reproduction equipment, and performs data entry functions. Classifies, indexes, stores, and circulates documents, books, records, periodicals, papers, microfiche, and technical documentation stored on various electronic media. Performs manual data collection, data entry, word processing, or computer application software to update indices and technical documents. Performs routine cataloging functions. Coordinates lower level Data Entry Operators and assigns data entry task assignments. **Minimum Education and Experience Requirements:** High School Diploma or equivalent, and three to five years of related office experience.



#### **41. Data Entry Operator**

**Functional Responsibility:** Performs data entry via on-line data terminal, key-to-tape, PC, key-to-disk, or similar electronic device. Reviews documentation and manual records prior to input and verifies data entered as required. Maintains files, records, and chronologies of entry activities. Produces output of magnetic tape, diskettes, or other media. **Minimum Education and Experience Requirements:** High School Diploma or equivalent.

#### **42. Scanning Supervisor**

**Functional Responsibility:** Supervises and directs the scanning and microfilm staff to accomplish records retention requirements. Troubleshoots, performs quality control, ensures quality and delivery schedule compliance, and schedules all scanning efforts. Functions as expert operative on all utilized equipment and processes. Determines scanner and scanner settings based on document type, planned processing, and document characteristics. Performs image, text, and content reviews to confirm loading, quality, and storage requirements of the Document Management System. Trains junior staff personnel. **Minimum Education and Experience Requirements:** High School Diploma or equivalent and at least four years of related experience.

#### **43. Scanning/Microfilm Specialist 1**

**Functional Responsibility:** Operates microfilm and scanning equipment to perform efficient storage and retrieval of records, documents, and drawings. Functions as trainee operative on equipment and processes. Prepares internal and external documents including fastener removal, repair of damage, and legibility enhancement. Determines scanner and filming settings based on document type. Store image and text files within the Document Management System file structure and create/update properties to provide client retrieval. Maintains catalogs of materials. Maintains files and storage retention. **Minimum Education and Experience Requirements:** High School Diploma or equivalent and one to two years of related experience.

#### **44. Scanning/Microfilm Specialist 2**

**Functional Responsibility:** Operates microfilm and scanning equipment to perform efficient storage and retrieval of records, documents, and drawings. Functions as trainee operative on equipment and processes. Prepares internal and external documents including fastener removal, repair of damage, and legibility enhancement. Determines scanner and filming settings based on document type. Store image and text files within the Document Management System file structure and create/update properties to provide client retrieval. Maintains catalogs of materials. Maintains files and storage retention. Perform image, text, and property reviews to confirm loading, quality, and location of documents stored on the system. Performs optical character recognition and text correction on documents requiring content-based retrieval. Sets up indexes and print services and assists with training and guidance of less experienced operators. **Minimum Education and Experience Requirements:** High School Diploma or equivalent and at least three years of related experience.



**45. Document Control Specialist**

**Functional Responsibility:** This position is responsible for the assisting in the development, inventory, storage, distribution and destruction of forms, documents, records as required under set policy's and guidelines. May process and fill request for forms, which includes pulling orders, checking quantity, packaging for shipment and delivering records to users. Creates and updates forms by using computer design software. Assists in the administration of the company's Records Retention Management Program. **Minimum Education and Experience Requirements:** High School Diploma or equivalent and two to three years of related experience.

**46. Warehouse Specialist**

**Functional Responsibility:** Performs a wide range of material handling and warehousing functions including shipping, receiving, stocking, storing, and inventory of materials. Receives material, verifies quantities and counts against shipping documents and invoices. Processes requests for items; pulls and assembles materials for shipping, destruction, or return to customer. Packs materials for shipping. May assist in loading and unloading vehicles. May pick up materials at customer locations and return them to the warehouse facility. Will be required to enter shipping, receiving, inventory, and material inventory data into computer databases. **Minimum Education and Experience Requirements:** High School Diploma or equivalent and three years of related warehouse experience.

**47. Administrative Support Specialist**

**Functional Responsibility:** Provides technical support in general administration using various software packages. Applies general knowledge of standards, concepts, practices, and techniques related to administrative support. Performs a variety of technical support duties for management and customer support. Duties may include preparing end of month contract status/performance reports, maintaining computer based and paper files as required, answering office inquiries by customers for helpdesk or service center requests, and performing administrative tasks as established by management. May perform or supervise junior personnel in duties related to word processing, data management, project library, document control, document production, technical aide, data entry and computer support. **Minimum Education and Experience Requirements:** Associate's Degree (or equivalent), PLUS up to 2 year related experience.

**Other Direct Costs pertaining to Document Management Support SINs includes:**

**Unique Product Customization** \$147.75 Hourly  
**Travel IAW U.S. Government Joint Travel Regulations**



## DOMA TECHNOLOGIES LABOR CATEGORY PRICING FOR INFORMATION TECHNOLOGY SUPPORT SERVICES

Awarded SIN #: C132-51      Information Technology Professional Services

Labor Code	Labor Category Description Information Technology Support Services	Jan. 1, 2012 Pricing
1	Program Director/Principle II	\$177.52
2	Program Director/Principle I	\$154.38
3	Principle Program Manager	\$132.66
4	Senior Program Manager	\$127.26
5	Project Director II	\$119.05
6	Project Director I	\$108.34
7	Project Director	\$102.09
8	Program Manager	\$92.75
9	Senior Subject Matter Expert	\$125.40
10	Subject Matter Expert	\$107.83
11	Consultant III	\$87.94
12	Consultant II	\$79.88
13	Consultant I	\$72.29
14	Consultant	\$64.52
15	Mid Level Expert	\$57.83
16	Principle Information Systems Engineer	\$106.00
17	Senior Information Systems Engineer	\$93.97
18	Information Systems Engineer	\$75.95
19	Network Engineer	\$69.95
20	Network Administrator	\$66.67
21	Computer Operator III	\$53.32
22	Computer Operator II	\$51.63
23	Computer Operator I	\$37.67
24	Principle Analyst III	\$100.53
25	Principle Analyst II	\$89.66
26	Principle Analyst I	\$66.97
27	Senior Analyst	\$63.60
28	Mid Level Analyst	\$49.20
29	Analyst	\$40.19
30	Junior Analyst	\$36.40
31	Programmer Analyst IV	\$80.57
32	Programmer Analyst III	\$71.09
33	Programmer Analyst II	\$61.59



34	Programmer Analyst I	\$52.11
35	Senior Data Engineer	\$81.33
36	Senior Database Administrator	\$68.95
37	Database Administrator	\$60.24
38	Senior Data Analyst	\$49.74
39	Data Analyst III	\$43.44
40	Data Analyst II	\$38.63
41	Data Analyst I	\$34.33
42	Configuration Management III	\$61.59
43	Configuration Management II	\$52.11
44	Configuration Management I	\$46.47
45	Quality Assurance/Control Specialist III	\$59.25
46	Quality Assurance/Control Specialist II	\$50.11
47	Quality Assurance/Control Specialist I	\$40.09
48	Security Specialist III	\$74.50
49	Security Specialist II	\$65.73
50	Security Specialist I	\$48.17
51	Multimedia Training Manager	\$90.03
52	Multimedia Training Specialist IV	\$80.57
53	Multimedia Training Specialist III	\$61.59
54	Multimedia Training Specialist II	\$56.50
55	Multimedia Training Specialist I	\$52.11
56	Principle Technician	\$84.80
57	Help Desk Manager	\$47.60
58	Help Desk Technician	\$38.69
59	Senior Technical Writer	\$45.59
60	Technical Writer	\$37.23
61	Documentation Specialist	\$24.81
62	Senior Web/Internet Developer	\$118.59
63	Web/Internet Developer	\$89.24
64	Testing Specialist	\$64.28
65	Senior Technical/Data Librarian	\$58.07
66	Technical/Data Librarian	\$48.81
67	Senior Technician	\$53.00
68	Technician	\$31.73
69	Mid Level Technician	\$27.94
70	Junior Technician	\$22.92
71	Data Entry Clerk II	\$29.75
72	Data Entry Clerk	\$24.98
73	Senior Functional Analyst	\$96.81
74	Functional Analyst	\$78.16
75	Systems Administrator	\$45.04



76	Instructional Designer	\$86.37
77	Senior Administrative Support	\$44.56
78	Mid Level Admin Support	\$31.80
79	Junior Administrative Support	\$17.63

**1. Program Director/Principal II**

**Functional Responsibility:** Highest company line management level. Plans, supervises, manages, and may participate technically in all projects within the operating unit. Typically supervises multiple program managers. Has authority for unsupervised technical and financial decision and action. Responsible for management of very large or extremely complex IT or telecommunications-related programs or research efforts. This individual represents senior level management whose competency concerning effectiveness and efficiency in managing dedicated overall program activity is paramount to contract success. Organizes, directs and coordinates planning and production of all program/effort activities. Must possess excellent oral and written communication skills, with demonstrated capability of dealing with all levels of management personnel, task/project managers and client representatives. Responsible for the performance of all program/effort requirements. Meets with appropriate client management personnel, other program managers and client agency representatives. Formulates and reviews strategic plans, subcontracts, and deliverable items. Responsible for the coordination of all functions of program/effort staff. Actively applies quality assurance measures to the management and performance of the program/effort. **Minimum Education and Experience Requirements:** Masters Degree PLUS a minimum of 14 years intensive and progressive experience in managing large IT or telecommunications-related programs. 7 years experience supervising IT or telecommunications-related programs, 5 years managing IT or telecommunications-related projects of at least 20 personnel.

**2. Program Director/Principal I**

**Functional Responsibility:** Responsible for overall management of very large or extremely complex IT or telecommunications-related programs or research efforts. This individual represents senior level management whose competency concerning effectiveness and efficiency in managing dedicated overall program activity is paramount to contract success. Organizes, directs and coordinates planning and production of all program/effort activities. Must possess excellent oral and written communication skills, with demonstrated capability of dealing with all levels of management personnel, task/project managers and client representatives. Responsible for the performance of all program/effort requirements. Meets with appropriate client management personnel, other program managers and client agency representatives. Formulates and reviews strategic plans, subcontracting, and deliverable items. Responsible for the coordination of all functions of program/effort staff. Actively applies quality assurance measures to the management and performance of the program/effort. **Minimum Education and Experience Requirements:** Masters Degree PLUS a minimum of 11 years intensive and progressive experience in management of large IT or telecommunications-related programs. 5 years experience supervising IT or telecommunications-related programs, 3 years managing IT or telecommunications-related projects of at least 15 personnel.

### **3. Principal Program Manager**

**Functional Responsibility:** Responsible for overall management of large or extremely complex IT or telecommunications-related programs or research efforts. This individual represents senior level management whose competency concerning effectiveness and efficiency in managing dedicated overall program activity is paramount to contract success. Organizes, directs and coordinates planning and production of all program/effort activities. Must possess excellent oral and written communication skills, with demonstrated capability of dealing with all levels of management personnel, task/project managers and client representatives. Responsible for the performance of all program/effort requirements. Meets with appropriate client management personnel, other program managers and client agency representatives. Formulates and reviews strategic plans, subcontracting, and deliverable items. Responsible for the coordination of all functions of program/effort staff. Actively applies quality assurance measures to the management and performance of the program/effort. **Minimum Education and Experience Requirements:** Masters Degree plus a minimum of 8 years intensive and progressive experience in management of large IT or telecommunications-related programs. 3 years experience supervising IT or telecommunications-related programs, 3 years managing IT or telecommunications-related projects of at least 15 personnel.

### **4. Senior Program Manager**

**Functional Responsibility:** This person serves as the counterpart to the client program/technical manager for a complex IT or telecommunications-related program. Manages program/technical support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Establishes and alters (as necessary) management structure within the program to effectively direct program/technical support activities. Meets and confers with client management officials regarding the status of specific Contractor program/technical activities and progress. Resolves problems, issues or conflicts as required. . Ensures that program schedule, performance, and deliverables are met. **Minimum Education and Experience Requirements:** Bachelor's Degree plus a minimum of 8 years intensive and progressive experience in management of large IT or telecommunications-related programs. 3 years experience supervising IT or telecommunications-related programs, 3 years managing IT or telecommunications-related projects of up to 15 personnel.

### **5. Project Director II**

**Functional Responsibility:** Serves as the counterpart to the client project/technical manager for intermediate to complex IT or telecommunications-related programs. Manages project support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with various levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor project and progress. Resolves problems, issues or conflicts as required. Ensures that program



schedule, performance, and deliverables are met. **Minimum Education and Experience Requirements:** Bachelor's Degree plus a minimum of 7 years intensive and progressive experience in management of IT or telecommunications-related programs. 3 years experience supervising IT or telecommunications-related programs, 2 years managing IT or telecommunications-related projects of up to 10 personnel.

#### **6. Project Director I**

**Functional Responsibility:** Serves as the counterpart to the client project/technical manager for intermediate to complex IT or telecommunications-related programs. Manages project support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with various levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor project and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met. **Minimum Education and Experience Requirements:** Bachelor's Degree plus a minimum of 6 years intensive and progressive experience in management of IT or telecommunications-related programs. Up to 2 years experience supervising IT or telecommunications-related programs, up to 2 years managing IT or telecommunications-related projects of at least 8 personnel.

#### **7. Project Director**

**Functional Responsibility:** Serves as the counterpart to the client project/technical manager for intermediate to complex IT or telecommunications-related programs. Manages project support operations involving multiple tasks and personnel. Organizes, directs and coordinates planning and execution of all technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with various levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor project and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met. **Minimum Education and Experience Requirements:** Bachelor's Degree plus up to 5 years intensive and progressive experience in management of IT or telecommunications-related programs. Up to 2 years experience supervising IT or telecommunications-related programs, up to 2 years managing IT or telecommunications-related projects of up to 5 personnel.

#### **8. Program Manager**

**Functional Responsibility:** Serves as the counterpart to the client program/technical manager for intermediate to complex IT or telecommunications-related programs. Manages program support operations involving multiple tasks and personnel. Organizes, directs and coordinates planning and execution of all program support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor program activities and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and



deliverables are met. **Minimum Education and Experience Requirements:** Bachelor's Degree plus up to 4 years intensive and progressive experience in management of large IT or telecommunications-related programs. Up to 2 years experience supervising IT or telecommunications-related programs, up to 2 years managing IT or telecommunications-related projects of up to 5 personnel.

#### **9. Senior Subject Matter Expert**

**Functional Responsibility:** Provides high-level subject matter expertise for work described in the IT or telecommunications-related program or task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high level knowledge of the subject matter for effective implementation. From computer systems standpoint, participates as needed in all phases of software and hardware development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Is able to work independently at the highest level. Directs the composition or composes and finalizes documentation. **Minimum Education and Experience Requirements:** Masters Degree plus 10 years related experience.

#### **10. Subject Matter Expert**

**Functional Responsibility:** Provides subject matter expertise for work described in the IT or telecommunications-related program or task. Provides technical knowledge and analysis of specialized applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems, which require knowledge of the subject matter for effective implementation. From computer systems standpoint, participates as needed in all phases of software and hardware development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Is able to work independently. Directs the composition or composes and finalizes documentation. **Minimum Education and Experience Requirements:** Bachelor's Degree plus 8 years related experience.

#### **11. Consultant III**

**Functional Responsibility:** Plans, conducts, supervises, and/or manages more complex projects or multiple IT or telecommunications-related projects. Typically trains and supervises junior and mid-level personnel. Has substantial latitude for unsupervised decision and action. Typically has overall responsibility for project technical direction, as well as financial and technical management. Provides technical knowledge and analysis of specialized applications and operational environment, functional systems analysis, design, integration, documentation,



training, and/or implementation on complex problems. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task. **Minimum Education and Experience Requirements:** Bachelor's Degree plus up to 5 years related experience.

## 12. Consultant II

**Functional Responsibility:** Plans, conducts, supervises, and/or manages most IT or telecommunications-related tasks under minimum supervisions, conferring with a supervisor on unusual matters. Assignments are broad in nature requiring originality and ingenuity. May train and supervise junior and mid-level personnel. Has substantial latitude for unsupervised decision and action. May have overall responsibility for project technical direction, as well as financial and technical management. Provides technical knowledge and analysis of specialized applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation on complex problems. **Minimum Education and Experience Requirements:** Bachelor's Degree plus up to 4 years related experience.

## 13. Consultant I

**Functional Responsibility:** Performs varied and difficult IT or telecommunications-related tasks under minimum supervision, conferring with supervisor on unusual matters. Assignments may be routine or may be broad in nature requiring originality and ingenuity. May be assisted by or may supervise junior and mid-level personnel. Has some latitude for unsupervised decision and action. Provides technical knowledge and analysis of specific functional areas of expertise. **Minimum Education and Experience Requirements:** Bachelor's Degree plus up to 3 years related experience.

## 14. Consultant

**Functional Responsibility:** Performs assigned IT or telecommunications-related tasks that are varied and that may be somewhat difficult in character, but usually involve limited responsibility. Work may be routine. Instructions are typically detailed. Provides knowledge and analysis of specialized applications and functional systems. Applies knowledge of specific functional area of expertise to a specific task. **Minimum Education and Experience Requirements:** Bachelor's Degree plus 2 years related experience.

## 15. Mid Level Expert

**Functional Responsibility:** Provides subject matter expertise for work described in the IT or telecommunications-related task. Provides technical knowledge and analysis for a specific task. From computer systems standpoint, can participate in most phases of software and hardware development. From a business process standpoint, can provide some technical advice, guidance and direction. **Minimum Education and Experience Requirements:** Bachelor's Degree plus up to 2 years related experience.

## 16. Principal Info Systems Engineer

**Functional Responsibility:** Acts as IT or telecommunications-related lead engineer or project leader. Formulates, modifies and maintains, and defines specifications for operating systems applications and/or hardware configurations. Uses engineering releases and utilities from manufacturer. Responsible for program design, coding, testing, debugging and documentation.



Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, and computer accounting. Instructs, directs, and checks the work of other task personnel or lower-level engineers. Plans and performs network engineering research, design development, and other assignments in conformance with system design, engineering and customer specifications. Supervises team of Engineers through project completion, responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower level engineers. Coordinates the activities of Engineers and Technicians assigned to specific network engineering projects. Responsible for quality assurance review and the evaluation of existing and new software products. Trains and supervises subordinate engineers. May support multiple tasks. **Minimum Education and Experience Requirements:** Bachelor's Degree in engineering or computer science, or with engineering or computer science as a major field of study, or equivalent, plus 6 years related experience.

#### **17. Sr. Info Systems Engineer**

**Functional Responsibility:** Works from specifications to develop or modify complex operating systems applications and/or hardware configurations. Assists with design, coding, benchmark testing, debugging and documentation of programs. Supports applications dealing with the overall operating system, such as sophisticated file maintenance routines and computer accounting. Works on most phases of software systems programming applications. Performs a variety of tasks, which are broad in nature and are concerned with the design and implementation of integrated systems, including personnel, hardware, software and support facilities and/or equipment. Works independently. May train subordinate engineers. May be task leader. **Minimum Education and Experience Requirements:** Bachelor's Degree in engineering or computer science or related field of study, plus 4 years experience.

#### **18. Info Systems Engineer**

**Functional Responsibility:** Works from specifications to develop or modify operating systems applications and/or hardware configurations. Assists with design, coding, benchmark testing, debugging and documentation of programs. Supports applications dealing with the overall operating system and file maintenance routines. Supports computer accounting and other less complicated software packages. Works on most phases of software systems programming applications. Works under minimal supervision. **Minimum Education and Experience Requirements:** Bachelor's Degree plus up to 2 years related experience.

#### **19. Network Engineer**

**Functional Responsibility:** Performs a variety of network management functions in support of MIS services related to operation, performance or availability of data communications networks. Modifies command language programs, network start up files, assigns/re-assigns network device logical, analyzes network performance and recommends adjustments to wide variety of complex network management functions with responsibility for overall performance and availability of networks. LAN/WAN consultant skilled in network analysis, integration and tuning. Ability to analyze client LANs/WANs, isolate source of problem(s), and recommend reconfiguration and implementation of new network hardware to increase performance. Working knowledge of network operating systems. Conducts load balancing efforts to achieve optimum device



utilization and network performance. Manages network e-mail functions. Establishes mailboxes and monitors mail performance on the network. Coordinates with Systems or Communications Engineering to resolve hardware problems. Works with client and operations staff in scheduling preventive and emergency maintenance activities. May serve as task leader on one or more projects. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent or certification and 4 years experience.

## **20. Network Administrator**

**Functional Responsibility:** Designs, installs, and maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks, Designs, test, and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure no disruption of mission-critical applications. Designs and maintains fault-tolerant systems and manages systems backups. Generally has supervisory responsibility for subordinate network analyst. May serve as task leader. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent or certification and 2 years experience.

## **21. Computer Operator III**

**Functional Responsibility:** Resolves a variety of difficult operating problems (e.g., making unusual equipment connections and rarely used equipment and hardware configurations to direct processing through or around problems in equipment, circuits, or channels. Reviews test run requirements and develops system configurations that allow test programs to process without inferring with ongoing operations. Applies high level systems solutions and methods to arrive at automated solutions. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance. Also provides systems research, configuration management, quality assurance, performance evaluation, and life cycle management support. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent plus 4 years related experience.

## **22. Computer Operator II**

**Functional Responsibility:** Adapts and responds to a variety of nonstandard problems that require operator intervention (e.g., frequent introduction of new programs, applications, or procedures.) In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures in resolving systems problems. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, networks, or system software packages. Administers complex operating systems and database management software. Other duties may include the design and installation of cabling; maintenance of system files; operations of data communications equipment; and upgrading of system components. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent plus 2 years related experience.



### **23. Computer Operator I**

**Functional Responsibility:** Operates computer systems hardware and software in a data processing and/or teleprocessing environment. Applies experience and understanding of basic operating systems, hardware/software configurations, utility programs, procedures and scheduling paradigms. Recognizes problems and initiates corrective actions. Maintains equipment and performs routine repairs. Assists in the planning, organization, controlling, integration and completion of systems upgrades and systems projects. **Minimum Education and Experience Requirements:** An Associates Degree or equivalent related experience.

### **24. Principal Analyst III**

**Functional Responsibility:** May act as lead analyst in the development, implementation, and maintenance of small to medium-sized computer systems, including multi-platform, networked, and client-server applications. Coordinates and instructs programmers and analyst assigned to project(s). Designs, develops, implements, and maintains complex business, accounting and management information applications and systems. Prepares feasibility studies of potential systems, configurations of computers, and interactive applications. Prepares more complex application specifications. Leads post-implementation analyses. Provides assistance and training to lower-level analyst. May be task leader for one or more projects. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent plus 6 years related experience.

### **25. Principal Analyst II**

**Functional Responsibility:** Designs, develops, implements, and maintains complex business, scientific and management information applications and systems. Supports efforts in the development, implementation, and maintenance of small to medium-sized computer systems, including multi-platform, networked, and client-server applications. Coordinates with programmers and analyst assigned to project. Supports the preparation of feasibility studies of potential systems, configurations of computers, and interactive applications. Prepares more complex application specifications. Supports post-implementation analyses. Works independently and provides assistance to lower-level analyst. May be task leader. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, or a project-related IT or telecommunications certification plus 5 years related experience.

### **26. Principal Analyst I**

**Functional Responsibility:** Performs systems analysis, design, programming, documentation or implementation of mid-sized systems applications and related IT/ADP systems concepts for effective implementation. Reviews existing computer capabilities, workflow, and limitations to determine if requested capability or modification is possible within existing configurations and systems. Studies information-processing capabilities to improve production or workflow. Prepares workflow charts and diagrams to specify in detail operations to be performed by computers and operations to be performed by personnel working with computers. Plans and prepares technical reports and instructional manuals and assists in the documentation of applications development. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, or a project-related IT or telecommunications certification, plus 4 year related experience.



### 27. Senior Analyst

**Functional Responsibility:** Performs simple systems analysis, design, programming, documentation or implementation of small to mid-sized systems applications and related IT/ADP systems concepts for effective implementation. Studies information-processing capabilities to improve production or workflow. Prepares workflow charts and diagrams to specify in detail operations to be performed by computers and operations to be performed by personnel working with computers. Plans and prepares technical reports and instructional manuals and assists in the documentation of applications development. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, or a project-related IT or telecommunications certification, plus 3 year related experience.

### 28. Mid Level Analyst

**Functional Responsibility:** May perform systems analysis, design, programming, documentation or implementation of mid-sized systems applications. Confers with supervision on unusual matters. May review capabilities, workflow, and limitations to determine if requested capability or modification is possible, also studies information-processing. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, or a project-related IT or telecommunications certification, plus 2 year related experience.

### 29. Analyst

**Functional Responsibility:** Performs varied tasks under minimum supervision, conferring with supervisor on unusual matters. May be assisted by more junior personnel in the analysis, design, programming, documentation or implementation of systems applications. May review capabilities, workflow, and limitations, also studies information-processing. Works under supervision. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, or a project-related IT or telecommunications certification, plus 1 year related experience.

### 30. Junior Analyst

**Functional Responsibility:** Performs assigned IT tasks that are varied, but involve limited responsibility. Work may be routine. Instructions are typically detailed. Works under supervision. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, or a project-related IT or telecommunications certification.

### 31. Programmer-Analyst IV

**Functional Responsibility:** Works independently, with management review of end results or acts as lead programmer. Has prime accountability for the maintenance and operating efficiency of a major subsystem. Continually assesses the performance of appropriate software systems to identify and correct problems that impact operation efficiency and work quality. Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements; analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency. Designs, codes, installs, and maintains appropriate systems software program; identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages. Performs special systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of



adequate software systems documentation; recommends to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems. Trains users in applications programming and other user personnel in the use of systems software and related hardware. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, plus 5 years of related work experience.

### **32. Programmer-Analyst III**

**Functional Responsibility:** Interprets, implements, and maintains complex operating systems and subsystems from specifications prepared by vendors and engineers. Directs or fine-tunes applications to maximize throughput on various computing platforms and equipment configurations. Responsible for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Designs, codes, installs, and maintains appropriate systems software program; identifies, evaluates, tailors, and directs the implementation of vendor-supplied software. Performs systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; recommends to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, plus 3 years of related work experience.

### **33. Programmer-Analyst II**

**Functional Responsibility:** Interprets, implements, and maintains operating systems and subsystems from specifications prepared by vendors and engineers. May fine-tune applications to maximize throughput on various computing platforms and equipment configurations. Support efforts for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Supports design, code, installation, and maintenance of appropriate systems software program. Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages. Performs simplistic systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; prepares alterations to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent plus 1 year related work experience.

### **34. Programmer-Analyst I**

**Functional Responsibility:** Interprets, implements, and maintains simple operating systems and subsystems from specifications prepared by vendors and engineers. May fine-tune simple applications to maximize throughput on various computing platforms and equipment configurations. Support efforts for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Supports design, code, installation, and maintenance of appropriate systems software program. Performs simplistic systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; supports gathering of information to management the purchase or lease of systems software



personnel in the resolution of complex systems-related problems. **Minimum Education and Experience Requirements:** Associate's Degree plus 1 year related experience.

### **35. Senior Data Engineer**

**Functional Responsibility:** Manages the maintenance of the data files and control procedures for mid to complex system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity. Delegates duties such as assigning passwords and monitors use of resources, file backups and periodic business reports. Responsible for the responses to frequent management requests for information. Requires extensive knowledge of database languages that support major business applications. Manages all levels of Database Administrators. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 4 years experience.

### **36. Senior Database Administrator**

**Functional Responsibility:** Maintains data files and control procedures for mid to complex system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports, generate output such as labels, letters, and forms. Responds to frequent management requests for information. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors. Sometimes is the Task Leader or supervisor of junior and/or entry level database administrators. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 3 years experience.

### **37. Database Administrator**

**Functional Responsibility:** Maintains data files and control procedures for mid to complex system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports, generate output such as labels, letters, and forms. Responds to frequent management requests for information. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 1 years experience.

### **38. Senior Data Analyst**

**Functional Responsibility:** Maintains data files and control procedures for a simple to mid level system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce simple periodic business reports, generate output such as labels, letters, and forms. Responds to frequent management requests for information. May require knowledge of database languages



that support major business applications. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors. Requires very little supervision. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent or certification and 1 month experience.

### **39. Database Analyst III**

**Functional Responsibility:** Analyzes complex organizational and computer database system(s); designs and implements computer database systems in both stand-alone and network configurations; is very knowledgeable in both commercially-available off-the-shelf (COTS) and custom database software platforms; and develops technical documentation detailing the installation procedures. Performs analyses of organizational and computer database system(s). Designs and implements computer databases systems in both stand-alone and networks configurations using commercially available and custom database software platforms. Requires very little supervision. Performs training of lower-level database analyst. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 3 year experience.

### **40. Database Analyst II**

**Functional Responsibility:** Analyzes intermediately complex organizational and computer database system(s); designs and implements computer database systems in both stand-alone and network configurations; is familiar with both commercially-available off-the-shelf (COTS) and custom database software platforms; and develops technical documentation detailing the installation procedures. Performs analyses of organizational and computer database system(s). Supports the designs and implementation of computer database systems in both stand-alone and network configurations using commercially available and custom database software platforms. Requires minimal supervision. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 1 year experience.

### **41. Database Analyst I**

**Functional Responsibility:** Supports the Analysis of organizational and computer database system(s); is familiar with both commercially available off-the-shelf (COTS) and custom database software platforms. Performs simple analyses of organizational and computer database system(s). Supports the designs and implementation of computer database systems in both stand-alone and network configurations using commercially available and custom database software platforms. Requires direct supervision. **Minimum Education and Experience Requirements:** Associates Degree or equivalent and 0-6 months experience.

### **42. Configuration Management III**

**Functional Responsibility:** Develops and maintains complex configuration management plans, and scheduling and documenting all configuration management reviews. Shall be capable of monitoring the configuration control process and ensuring that procedures comply with client and/or applicable specifications. Acts as lead when required, reports to the Project Manager/Program Manager. Knowledgeable of software development techniques, configuration audits and client/government regulations, manuals, standards and industry publications related to



configuration/data management required to perform the task. Trains lower level configuration management specialist. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent in a related field and 3 years experience.

#### **43. Configuration Management II**

**Functional Responsibility:** Develops and maintains configuration management plans, and scheduling and documenting all configuration management reviews. Shall be capable of monitoring the configuration control process and ensuring that procedures comply with client and/or applicable specifications. Reports to the Project Manager, Configuration Management Specialist III, or Lead or Program Manager. Knowledgeable of software development techniques, configuration audits and client/government regulations, manuals, standards and industry publications related to configuration/data management required to perform the task. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent in a related field and 2 years experience. Two additional years of directly related job experience may be substituted for each year of college not attended.

#### **44. Configuration Management I**

**Functional Responsibility: Supports** the development and maintenance of configuration management plans, and scheduling and documenting configuration management reviews. Shall be capable of monitoring the configuration control process and ensuring that procedures comply with client and/or applicable specifications. Reports the Project Lead or Configuration Management Specialist III or II and requires supervision. Requires very little supervision. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent in a related field.

#### **45. Quality Assurance/Control Specialist III**

**Functional Responsibility:** Supports the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures in a mid-sized logistical computer-based organization. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development cycle. **Minimum Education and Experience Requirements:** Associate's Degree or equivalent and 4 years experience.

#### **46. Quality Assurance/Control Specialist II**

**Functional Responsibility:** Supports the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures in a small to mid-sized logistical computer-based organization. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development cycle. **Minimum Education and Experience**



**Requirements:** Associate's Degree or equivalent and 2 year experience. Two additional years of directly related job experience may be substituted for each year of college not attended.

#### **47. Quality Assurance/Control Specialist I**

**Functional Responsibility:** Supports the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures in a small logistical computer-based organization. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development cycle. **Minimum Education and Experience Requirements:** Associate's Degree or equivalent.

#### **48. Security Specialist III**

**Functional Responsibility:** Analyze and design mid to complex security requirements for Multilevel Security (MLS) issues. Design, develops, engineers, and implements solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analysis and risk assessments as required. **Minimum Education and Experience Requirements:** Bachelor's degree or equivalent and 4 years experience

#### **49. Security Specialist II**

**Functional Responsibility:** Analyze intermediate to complex security requirements for Multilevel Security (MLS) issues. Design, develops, engineers, and implements solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analysis and risk assessments as required. Requires minimal supervision. **Minimum Education and Experience Requirements:** Bachelor's degree or equivalent and 3 years experience

#### **50. Security Specialist I**

**Functional Responsibility:** Supports the Analysis effort of simplistic to intermediate security requirements for Multilevel Security (MLS) issues. Design, develops, engineers, and implements solutions to MLS requirements. Gathers technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analysis and risk assessments as required. Requires supervision. **Minimum Education and Experience Requirements:** Bachelor's degree or equivalent experience.

#### **51. Multimedia Training Manager**

**Functional Responsibility:** Manages and is responsible for all operations within the training organization. Supervises, schedules, plans, develops and performs training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Ensures that all training courses are appropriate



and effective. Responsible for major training projects with training data of a higher complexity and importance than those normally assigned to lower level trainers. Responsible for development and generation of user manuals, training manuals and other documentation required. Responsible for the coordination of training activities, classroom space is adequate. Ensures that all training materials, media and manuals are provided to students. Responsible for supervising and training subordinate training specialist. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 6 years experience.

#### **52. Multimedia Training Specialist IV**

**Functional Responsibility:** May act as a training lead. Supports efforts associated with scheduling, planning, developing and performing training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Ensures that all training courses are appropriate and effective.

Performs major training projects with training data of a higher complexity and importance than those normally assigned to lower level trainers. Performs coordination of training activities and ensures that classroom space is adequate. Develops and produces training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students. Trains subordinate or lower level training specialist. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 4 years experience

#### **53. Multimedia Training Specialist III**

**Functional Responsibility:** Supports efforts associated with scheduling, planning, developing and performing training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Supports efforts that ensure all training courses are appropriate and effective. Performs training projects with training data of an intermediate complexity. Performs coordination of training activities and ensures that classroom space is adequate. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 2 years experience.

#### **54. Multimedia Training Specialist II**

**Functional Responsibility:** Supports efforts associated with scheduling, planning, developing and performing training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Supports efforts that ensure all training courses are appropriate and effective. Performs training projects with training data of a simplistic or intermediately complex nature. Supports the coordination of training activities and ensures that classroom space is adequate. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 1 year experience.



### **55. Multimedia Training Specialist I**

**Functional Responsibility:** Supports efforts associated with scheduling, planning, developing and performing training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Supports efforts that ensure all training courses are appropriate and effective. Performs training projects with training data of a simplistic nature. Supports the coordination of training activities and ensures that classroom space is adequate. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent.

### **56. Principal Technician**

**Functional Responsibility:** Performs as the senior technical resource for information management projects. Supports the review of task performance and work products for correctness, for adherence to design concepts and user requirements, and for progress in accordance with contracted schedules. Coordinates with the project task leader, the COR, and user agency project managers as appropriate, to ensure solution and user satisfaction for technical matters. Prepares and delivers presentations to peers, subordinates, and user representatives. Performs analysis of applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation. Must have working knowledge of appropriate tools, techniques, and methodologies to perform tasks. **Minimum Education and Experience Requirements:** Bachelor's Degree (or equivalent), or a certification for the subject matter of the project, plus 6 years related experience.

### **57. Help Desk Manager**

**Functional Responsibility:** Provides specialized management of help desks in a multi-server environment. Provides detailed knowledge of PC/Desktop operating systems, networks, and mail standards. Assists in information system development and network support in a client/server environment. Works with hardware and software vendors for warranty and non-warranty repair issues. Monitors all help desk activity, reviews daily reports from the HD tracking system and coordinates support and training of end users. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 5 years experience.

### **58. Help Desk Technician**

**Functional Responsibility:** Provides telephone and in-person support to end users in the areas of E-mail, directories, desktop applications, hardware and software issues, and network troubleshooting problems. Serves as the initial point of contact for troubleshooting network applications and hardware, software, and printer problems. Enters data into the help desk software database to identify, escalate, and fix /repair individual support issues. **Minimum Education and Experience Requirements:** Associates Degree or equivalent and 2 years IT experience.

### **59. Senior Technical Writer**

**Functional Responsibility:** Gathers, analyzes, and composes technical information for technical documents, manuals, instructions, policy and procedures guides, systems specifications, and systems operating requirements. Conducts research and ensures the use of proper technical



terminology for IT/Communications systems for operators and end users. Ensures a level of understanding for written text for end users. Coordinates the production and distribution of approved materials. Interfaces with systems developers, analysts, programmers, computer operators and end users in ensuring technical accuracy and completeness. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent (preferably English, Literature, or other related discipline) and 5 years of experience writing and editing technical reports and documents

#### **60. Technical Writer**

**Functional Responsibility:** Collect, analyze, and organize information required for technical documentation and for the preparation of manuals, materials, and reports. Reviews existing technical literature, develops descriptive copy, and verifies documentation with related departments. May coordinate the production and distribution of finished materials. Develops written technical materials and methodology with regard to information systems and end user requirements. Must have experience in multiple types of word processing systems, and have the capability to develop online technical documentation. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent (preferably English, Literature, or other related discipline) and 2 years of experience writing and editing technical reports and documents.

#### **61. Documentation Specialist**

**Functional Responsibility:** Responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user reference manuals. Provides or coordinates documentation services as required. Composes and finalizes IT documentation, including specifications and user manuals, in the style and format required by individual task. Receives initial functional specifications and transform that data into end user documentation. May be required to develop output in HTML, PDF, web-based, and other multi-media formats. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent (preferably English, Literature, or other related discipline) and 3 years of experience writing and editing technical reports and documents.

#### **62. Senior WEB/Internet Developer**

**Functional Responsibility:** Assigned as a Webmaster for establishing and maintaining WEB Sites and the creation/design of WEB pages. Provides support in software development/engineering, specification development, system design, programming, and testing using software applications including JAVA, JDBC, HTML, PERL, SML, FoxPro, Front Page, Visual Basic, FLASH, C//C++ and other Internetworking protocols/development languages. Manages and configures Web Servers and Web Content Document Management Systems. Also documents, designs, and prepares technical reports, presentations, and briefs as required. Develops customer specific reports and databases for web based ASP requirements. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent and 4 years of experience.

#### **63. WEB Internet Developer**

**Functional Responsibility:** Translates applications requirements into the design of complex web sites, including integrating web pages and applications to serve as either stand alone sites or as the front end to web-based applications. Provides configuration, installation, maintenance, and site



policy development. Formulates, defines system scope, prepares specifications, and develops coding, testing, implementation and life-cycle support of customer web sites. Utilizes multiple types of software applications and languages/protocols including: JAVA, JDBC, HTML, PERL, SML, FoxPro, Front Page, Visual Basic, FLASH, C//C++, XML, and PowerBuilder. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent and 1 years of experience.

#### **64. Testing Specialist**

**Functional Responsibility:** Develops test plans, designs test scenarios, develops test programs and documents test results to ensure systems and software perform as designed and required. Develops software QA plans. Develops and maintains processes for evaluating software and associated documentation. Participates in formal and informal reviews throughout the development life cycle. Responsible for developing and integrating testing into the full software development process. Reviews system requirements and functional specifications for early defect detection and develops high level plans as well as detailed test scenarios. Analyzes internal security within software and systems. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent and 4 years of experience.

#### **65. Senior Technical/Data Librarian**

**Functional Responsibility:** Directs the classification, indexing, cataloging, shelving, and distribution of technical publications, papers, reports, manuals, microfilms, and electronic media. Provides assistance to technical support personnel by conducting library research and preparing technical documentation and reports. Responsible for maintaining the security and quality of Automated Electronic Records Management Systems and web-based automated document archives. Participates with organization personnel in the exploration, development, and implementation of technological infrastructure and tools for incorporation of new methods of data storage and retrieval. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent and 5 years of experience.

#### **66. Technical/Data Librarian**

**Functional Responsibility:** Assists in the classification, indexing, cataloging, updating, and control of manuals, papers, instructions, specifications, reports, multimedia, and electronic data. Maintains manual records for configuration control of all paper based documentation managed by the technical library. Maintains electronic records databases including troubleshooting, managing automated library management systems, developing/maintaining document web sites, and tracking changes to the library system. Stays current with and shares knowledge of new technologies that contribute to access, creation and use of electronic data files. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent and 2 years of experience.

#### **67. Senior Technician**

**Functional Responsibility:** Serves as lead or expert field engineer. Possess expert knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. As it relates to Hardware/Software support, oversees efforts or provides



maintenance support for customer-owned or leased equipment and products. Must perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies. Trains subordinate and lower-level staff. **Minimum Education and Experience Requirements:** Associate’s Degree (or equivalent), or a project-related IT or telecommunications technical certification plus 4 years experience.

#### **68. Technician**

**Functional Responsibility:** Serves as field engineer. Performs varied and difficult tasks under minimum supervision. Possess knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. As it relates to Hardware/Software support, oversees efforts or provides maintenance support for customer-owned or leased equipment and products. May perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately. **Minimum Education and Experience Requirements:** Associate’s Degree (or equivalent), or a project-related IT or telecommunications technical certification plus up to 3 years experience.

#### **69. Mid Level Technician**

**Functional Responsibility:** Possesses knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. Must perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies. As it relates to Hardware/Software support, provides maintenance support for customer-owned or leased equipment and performs on-site installation, preventive maintenance and routine repair of supported projects. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately. **Minimum Education and Experience Requirements:** Associate’s Degree (or equivalent), or a project-related IT or telecommunications technical certification plus up to 1 year related experience.

#### **70. Junior Technician**

**Functional Responsibility:** Provides maintenance support for customer-owned or leased IT or telecommunications equipment and products. Performs on-site installation, preventive maintenance and routine repair on a specific project. .As it relates to Hardware/Software support, provides maintenance support for customer-owned or leased equipment and products. Requires minimal supervision. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately. **Minimum Education and Experience Requirements:** High School Diploma or GED, plus up to 6 months related experience.

### **71. Data Entry Clerk II**

**Functional Responsibility:** Oversees data entry staff in the accumulation, review, and input of electronic data entry. Works closely with the Database Administrator and program developers to ensure familiarity with database input requirements and reports generation. Performs data entry via on-line data terminal, key-to-tape, PC, key-to-disk, or similar electronic device. Reviews documentation and manual records prior to input and verifies data entered as required. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately. **Minimum Education and Experience Requirements:** High School Diploma or GED, plus 2 years related experience.

### **72. Data Entry Clerk I**

**Functional Responsibility:** Performs data entry via on-line data terminal, key-to-tape, PC, key-to-disk, or similar electronic device. Reviews documentation prior to input and verifies data entered as required. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately. **Minimum Education and Experience Requirements:** High School Diploma or GED, plus up to 6 months related experience.

### **73. Senior Functional Analyst**

**Functional Responsibility:** Analyzes user requirements to determine functional and cross-functional operating requirements. Conducts functional distribution to identify specific job tasks and their interrelationships. Develops and maintains DBMS, including designing and analyzing systems, using current operating systems and performs data manipulation. Identifies system requirements for each functional task area. Provides daily supervision and direction to support staff. **Minimum Education and Experience Requirements:** Six years of current experience directly related to the use of structured analysis; design methodologies, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. Bachelors Degree in Engineering, Computer Science, information systems, or other related scientific or technical discipline.

### **74. Functional Analyst**

**Functional Responsibility:** Participates in the collection and analyzing of organizational requirements and develops functional requirements for systems operations. Provides input for computer software and system design, documentation development/changes, conducts functional testing of specific software applications, and assists in designing interfaces necessary for software modifications. Provides database and system input. Develops reports, charts, presentations, drawings, and provides input for new end user training requirements. **Minimum Education and Experience Requirements:** Shall have three years extensive hands-on experience in a functional and/or technical position supporting multiple types of operating systems and software applications. Should have experience in developing, testing and/or implementing application software. Bachelors Degree in Engineering, Computer Science, Information Systems, or other related scientific or technical discipline.



#### **75. Systems Administrator**

**Functional Responsibility:** Works closely with management to define, document, and implement standards, policies, and tools to support the management, security, and operation of systems and servers. Monitors and reports on system usage, performance, and security. Provides recommendations for tools, procedures, enhancements, and hardware to support future systems growth. Manage day to day operations of servers/systems and communication tools including email, source code management, instant messaging, file sharing and collaboration.

**Minimum Education and Experience Requirements:** Shall have five years extensive hands-on experience in a functional and/or technical position supporting multiple types of operating systems and networked environments. Should have experience in hardware maintenance, help desk support, and network operations. Bachelors Degree in Engineering, Computer Science, Information Systems, or other related scientific or technical discipline.

#### **76. Instructional Designer**

**Functional Responsibility:** Responsible for hands-on development and production of computer based/paper based/web based curriculum/educational/training materials and study guides in accordance with the principals and processes of formal Instructional Systems Design. Task includes developing and following project schedules, composing course designs, outlines, lesson guides test questions, graphics, student applications and study materials. Performs review of curriculum drafts and curriculum-related documentation for content, consistency, spelling, grammar, punctuation and style. Responsible for ensuring that all courseware is designed and available to support information management systems, communications networks, hardware and software in support of the overall IT project.

**Minimum Education and Experience Requirements:** Shall have five years experience in curriculum development, Education, Technical Writing, Training, or have filled a position as a subject matter specialist in a functional and/or technical position related to the curriculum being developed. Bachelors Degree in Education, English, Instruction Systems, or a related field.

#### **77. Senior Administrative Support**

**Functional Responsibility:** Provides technical support in general administration using various software packages. Applies general knowledge of standards, concepts, practices, and techniques related to administrative support. May perform or supervise junior personnel in duties related to word processing, data management, project library, document control, document production, technical aide, data entry and computer support. Requires minimal supervision. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate's Degree (or equivalent), plus up to 1 year related experience.

#### **78. Mid Level Admin Support**

**Functional Responsibility:** Performs a variety of technical support duties for management and customer support. Duties may include preparing end of month contract status/performance reports, maintaining computer based and paper files as required, answering office inquiries by customers for helpdesk or service center requests, and performing administrative tasks as established by management. Must be proficient in the use of a personal computer and have good



typing skills. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately. **Minimum Education and Experience Requirements:** High School Diploma or GED, plus up to 6 months related experience.

#### **79. Junior Administrative Support**

**Functional Responsibility:** Performs assigned administrative technical support tasks under immediate supervision. Work is routine and instructions are detailed. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately. **Minimum Education and Experience Requirements:** High School Diploma or GED.



## SERVICE CONTRACT ACT MATRIX

DOMA Technologies, LLC acknowledges the requirements of the Service Contract Act (SCA) and confirms contract prices for the non-exempt labor categories meet SCA guidelines. The SCA matrix below identifies these labor categories.

<b>SCA Eligible Contract Labor Category</b>	<b>SCA Equivalent Code - Title</b>	<b>WD Number</b>
Functional Analyst	01410 - Supply Technician	05-2449
Data Entry Operator	01052 - Data Entry Operator II	05-2449
Material Expediter/Certifiers	21040 - Material Expediter	05-2449
Data Entry Lead	21130 - Shipping Receiving Clerk	05-2449
Warehouse Specialist	21410 - Warehouse Specialist	05-2449
Supply Technician	01410 - Supply Technician	05-2449
Trainer, Food Service Management	15050 - Computer Based Training Specialist	05-2543
Trainer, General Store Management	15050 - Computer Based Training Specialist	05-2543
Trainer, Maintenance & Material Management	15050 - Computer Based Training Specialist	05-2543
Trainer, Resale Operation Material Management	15050 - Computer Based Training Specialist	05-2543
Data Entry	01051 - Data Entry Operator I	05-2353
Data Entry Clerk/Lead	01052 - Data Entry Operator II	05-2353
File Clerk	01111 - General Clerk I	05-2353
File Clerk Lead	01111 - General Clerk I	05-2353
Fraud Detection and National Security	01111 - General Clerk I	05-2353
Functional Area Supervisor	01113 - General Clerk III	05-2353
General Office Worker	01111 - General Clerk I	05-2353
Mail Clerk	01111 - General Clerk I	05-2353
General Office Worker	01111 - General Clerk I	05-2543

The Service Contract Act (SCA) is applicable to this contract and includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the matrix. The prices offered are based on the preponderance of where work is performed and should work be performed in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.