GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List

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

Schedule Title: Multiple Award Schedule
Federal Supply Group: Professional Services

Contract Number: GS-00F-221DA
Contract Period: July 14, 2016 – July 13, 2026

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

Contractor: TLN Worldwide Enterprises, Inc.
1701 Pennsylvania Ave, NW Ste. 200
Washington D.C., 20006-5805

Business Size: Small, Disadvantaged, 8(a), Woman Owned, HUBZone Business

Telephone: 646-729-3330
FAX Number: 646-395-1406
Web Site: www.theleadingniche.com
E-mail: tamara.nall@theleadingniche.com

Contract Administration: Tamara Nall

Pricelist current through Modification #PS-A812 effective February 3, 2020 and #PO-0012 effective July 14, 2021.
CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>541611</td>
<td>541611RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See Pricing Page 4.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See Labor Category Descriptions Page 5.

2. Maximum Order: For SIN 54151S - $500,000.00
   For SIN 541611 - $1,000,000.00
   For SIN OLM - $250,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic and Overseas

5. Point(s) of production (city, county, and state or foreign country): Same as company address


7. Quantity discounts: None Offered

8. Prompt payment terms: Net 30 days
   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

9. Foreign items (list items by country of origin): None

10a. Time of Delivery (Contractor insert number of days): Specified on the Task Order

10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

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

12a. Ordering Address(es): Same as Contractor

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

13. Payment address(es): Same as Contractor

14. Warranty provision: Contractor’s standard commercial warranty.

15. Export Packing Charges (if applicable): N/A

16. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

17. Terms and conditions of installation (if applicable): N/A

18. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

20a. Terms and conditions for any other services (if applicable): N/A

19. List of service and distribution points (if applicable): N/A

20. List of participating dealers (if applicable): N/A

21. Preventive maintenance (if applicable): N/A

22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/. N/A

23. Unique Entity Identifier (UEI) Number: 831140541

24. Notification regarding registration in System for Award Management (SAM) database: Registered.
GSA Awarded Pricing
The rates are inclusive of the Industrial Funding Fee (IFF) of 0.75%.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>Contractor / Customer Facility</th>
<th>7/14/2021 - 7/13/22</th>
<th>7/14/2022 - 7/13/23</th>
<th>7/14/2023 - 7/13/24</th>
<th>7/14/2024 - 7/13/25</th>
<th>7/14/2025 - 7/13/26</th>
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<tbody>
<tr>
<td>54151S</td>
<td>Computer Programmer I</td>
<td>Both</td>
<td>$163.70</td>
<td>$167.30</td>
<td>$170.98</td>
<td>$174.74</td>
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<td>$51.21</td>
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<td>$57.83</td>
<td>$59.10</td>
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<td>Information Security Analyst</td>
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<td>$92.31</td>
<td>$94.34</td>
<td>$96.41</td>
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<td>Lead Technical Developer</td>
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<td>Both</td>
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<td>$99.03</td>
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<td>54151S</td>
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<td>SIN</td>
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<td>Contractor / Customer Facility</td>
<td>7/14/2021</td>
<td>7/14/2022</td>
<td>7/14/2023</td>
<td>7/14/2024</td>
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<tr>
<td>541611</td>
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<td>Both</td>
<td>$82.73</td>
<td>$84.55</td>
<td>$86.41</td>
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<td>$90.25</td>
</tr>
</tbody>
</table>

**Service Contract Labor Standards:** The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Awards Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the contractor adds SCLS labor categories/employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.
Labor Category Descriptions and Requirements SIN 54151S

Computer Programmer I

Minimum Education: Bachelor’s Degree
Minimum Experience: 8 years

Functional Responsibilities:

- Reviews, analyzes, develops, installs, and modifies computer operating systems.
- Analyzes and resolves problems associated with operating systems.
- Detects, diagnoses, and reports related problems.
- Confirms project requirements by reviewing program objective, input data, and output requirements with analyst, supervisor, and client.
- Arranges project requirements in programming sequence by analyzing requirements; preparing a work flow chart and diagram using knowledge of computer capabilities, subject matter, programming language, and logic.
- Encodes project requirements by converting work flow information into computer language.
- Programs the computer by entering coded information.
- Confirms program operation by conducting tests; modifying program sequence and/or codes.
- Prepares reference for users by writing operating instructions.
- Maintains historical records by documenting program development and revisions.
- Maintains client confidence and protects operations by keeping information confidential.
- Ensures operation of equipment by following manufacturer’s instructions; troubleshooting malfunctions; calling for repairs; evaluating new equipment and techniques.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

Customer Service Engineer I

Minimum Education: Bachelor’s Degree
Minimum Experience: 1 year

Functional Responsibilities:

- Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support.
- Documents, tracks and monitors the problem to ensure a timely resolution.
- Has knowledge of commonly-used concepts, practices, and procedures within a particular field.

Customer Service Engineer II

Minimum Education: Associate’s Degree
Minimum Experience: 2 years

Functional Responsibilities:

- Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support.
- Documents, tracks and monitors the problem to ensure a timely resolution.
• Has knowledge of commonly-used concepts, practices, and procedures within a particular field.

**Database Administrator**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 8 years  
**Functional Responsibilities:**  
• Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of the company database.  
• Implements data models, database designs, data access and table maintenance codes.  
• Resolves database performance and capacity issues, and replication and other distributed data issues.  
• Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals.

**Database Manager**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 5 years  
**Functional Responsibilities:**  
• Must be capable of managing the development of database projects.  
• Must be able to plan and budget staff and data resources.  
• Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary, reallocates resources to maximize benefits.  
• Must be able to prepare and deliver presentations on DBMS concepts.  
• Provides daily supervision and direction to support staff.  
• Monitors performance and evaluates areas to improve efficiency.  
• May serve as a Task Leader on one or more Task Orders.  
• Management experience is required.

**Information Security Analyst**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 4 years  
**Functional Responsibilities:**  
• Analyzes and defines security requirements for local and wide area networks.  
• Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution.  
• Performs vulnerability and risk analyses of computer systems and applications during all phases of the system development lifecycle.

**Lead Technical Developer**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 10 years  
**Functional Responsibilities:**
• Must be able to translate applications requirements into web-based solutions using available technology.
• Must be able to apply new and emerging technologies to the software development process

**Systems Analyst I**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 10 years  
**Functional Responsibilities:**
- Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization’s application systems.
- Consults with users to identify current operating procedures and to clarify program objectives.
- Familiar with a variety of the field’s concepts, practices, and procedures.

**Systems Engineer I**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 3 years  
**Functional Responsibilities:**
- Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules.
- Be able to coordinate with the Program Manager to ensure solutions problems and user satisfaction.
- Makes recommendations, if needed, for approval of major systems installations.
- Prepares milestone status reports and deliveries and presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

**Systems Engineer II**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 5 years  
**Functional Responsibilities:**
- Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules.
- Be able to coordinate with the Program Manager to ensure solutions problems and user satisfaction.
- Makes recommendations, if needed, for approval of major systems installations.
- Prepares milestone status reports and deliveries and presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

**Systems Engineer IV**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 8 years  
**Functional Responsibilities:**
• Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules.
• Be able to coordinate with the Program Manager to ensure solutions problems and user satisfaction.
• Makes recommendations, if needed, for approval of major systems installations.
• Prepares milestone status reports and deliveries and presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

Technical Writer I

Minimum Education: Associate’s Degree
Minimum Experience: 2 years

Functional Responsibilities:
• Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals, and reports.
• Edits functional descriptions, system specifications, user manuals, special reports, and any other customer deliverables and documents.
• Assists in performing financial and administrative functions.

Equivalencies
*Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or Associate’s + 6 years relevant experience or 8 years relevant experience</td>
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</tbody>
</table>
Labor Category Descriptions and Requirements SIN 541611

**Accountant Technician**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 2 years  
**Functional Responsibilities:**  
- Compile pre-examination data for analysis  
- Manage and organize the receipt of examination records  
- Prepare basic schedules such as comparative analysis and other trend analysis  
- Assist with asset verification reviews  
- Review routine documents and verify the accuracy of data  
- Enter information into electronic systems as required  
- Perform basic research and compile data  
- Prepare brief drafts or memos summarizing work performed  
- Organize and prepare physical examination files for storage  
- Assist with special projects as they arise

**Administrative Analyst**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 2 years  
**Functional Responsibilities:**  
- Performs diverse administrative duties. Initiates special reports, composes routine correspondence, and compiles statistical and budget information.  
- Must be able to communicate with all levels of company personnel to gather and convey information.

**Analyst**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 8 years  
**Functional Responsibilities:**  
- Gather data to prepare quarterly reports on various Mission critical analyses.  
- Ensure timely and appropriate generation, collection, dissemination, and maintenance of data and associated reports.  
- Prepare presentation materials, graphs and other spreadsheet visuals, as needed  
- Create dashboards to provide “at-a-glance” information about workforce and contracting performance across the agency, showing visually intuitive snapshots of data.  
- Draft general statistical reports on workforce and contracting data, as needed, for ad-hoc data calls. Provide suggestions for new relevant queries and studies.

**Assistant Program Manager**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 10 years  
**Functional Responsibilities:**
• Directs, coordinates, and exercises supervisory authority for planning, organizing, controlling, integrating and completing engineering or technically related programs. Develops and establishes procedures and guidelines for daily operation of assigned program.
• Executes and implements program directives and develops systems and controls to carry out program tasks.
• Determines work schedules, sets priorities and implements procedures for performing work activities.
• Directs and monitors work results for meeting customer requirements, specifications and quality assurance standards. Evaluates performance of assigned program tasks in terms of quality, cost control and program schedules.

**Business Analyst**

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** 8 years

**Functional Responsibilities:**

• Defines and documents customer business functions and processes.
• Consults with functional unit management and personnel to identify, define and document business needs and objectives, current operational procedures, problems, input and output requirements, and levels of systems access.
• Acts as a liaison between departmental end-users, technical analysts, information technology analysts, consultants and other governmental organizations in the analysis, design, configuration, testing and maintenance of case management systems to ensure optimal operational performance.
• Analyzes the feasibility of, and develops requirements for, new systems and enhancements to existing systems; ensures the system design fits the needs of the users.
• Tracks and fully documents changes for functional and business specifications; writes detailed universally understood procedures for permanent records and for use in training.
• Identifies opportunities for improving business processes through information systems and/or non-system driver changes; assists in the preparation of proposals to develop new systems and/or operational changes.

**Consultant**

**Minimum Education:** Master’s Degree

**Minimum Experience:** 8 years

**Functional Responsibilities:**

• Conceptualizes, architects, designs, implements and supports integrated solutions for client engagements.
• Recognized in the industry as a notable expert in a specific technology, application or solution platform and uses this knowledge to generate profitable revenue growth.
• Interfaces with the client’s highest technical executives (e.g., the CIO, Chief Technology Officer).
• Designs and integrates the most complex, leading edge, and business critical solutions for major, enterprise-wide companies.
• Leads the technology or application solution for multiple projects.
• Establishes and maintains productive working relationships with third party companies and with other business units.
• Works within and across practices and organizations to design leading-edge technology or applications solutions.
**Data Analyst**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 3 years  
**Functional Responsibilities:**
- Gather data to prepare quarterly reports on various Mission critical analyses.  
- Ensure timely and appropriate generation, collection, dissemination, and maintenance of data and associated reports.  
- Prepare presentation materials, graphs and other spreadsheet visuals, as needed.  
- Create dashboards to provide “at-a-glance” information about workforce and contracting performance across the agency, showing visually intuitive snapshots of data.  
- Draft general statistical reports on workforce and contracting data, as needed, for ad-hoc data calls. Provide suggestions for new relevant queries and studies.

**Documentation Specialist**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 4 years  
**Functional Responsibilities:**
- Gathers, analyzes, and composes technical information.  
- Conducts research and ensures the use of proper technical terminology.  
- Translates technical information into clear, readable documents to be used by technical and nontechnical personnel.  
- For applications built to run in a Windows environment, uses the standard help compiler to prepare all online documentation.

**Facilitator**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 3 years  
**Functional Responsibilities:**
- Provides structure and ensures progression of working groups and teams by maintaining focus and avoiding unnecessary digression.  
- Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision making.  
- Provides support for task teams involved in quality and process improvement projects.

**Process Improvement Consultant**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 5 years  
**Functional Responsibilities:**
- Demonstrated success in overseeing multiple tasks within the CPI program and act as an in-house expert coach for the organization on Continuous Process Improvement /Lean Six Sigma. Assists senior leadership/executives in LSS program direction and identifying key projects. Provides training and mentoring guidance to Black Belts and Green Belts.  
- Ensures integrated deployment of Lean Six Sigma across various functions and departments.
Program Analyst

Minimum Education: Bachelor’s Degree

Minimum Experience: 3 years

Functional Responsibilities:

• Coordinate and monitor the scheduling, budgeting, and technical performance of program initiatives.
• Ensure adherence to master plans and schedules. Develop solutions to program problems. Make certain that projects are completed on time and within budget.
• Ensure quality customer service and support to a diverse customer base by the assessment of customers’ needs and satisfaction of customers’ expectations. Assure that customer requirements and administrativedirections of management are integrated into project and task execution. Collaborate with the management on courses of action.
• Create streamlined administrative procedures for the office for tracking purposes, tracking all calls, requests and other communications.
• Develop and, when approved by management, execute procedures to improve program execution, and provide coordination and integration necessary.
• Provide analysis and advice to assist management to plan and establish effective programs, establish short-and long-range program goals, detailed implementation plans and oversight, advise if adjustments or changes in objectives or emphasis are beneficial with recommendations for process or organizational change.

Program Manager

Minimum Education: Master’s Degree

Minimum Experience: 15 years

Functional Responsibilities:

• Directs, coordinates, and exercises supervisory authority for planning, organizing, controlling, integrating and completing engineering or technically related programs. Develops and establishes procedures and guidelines for daily operation of assigned program.
• Executes and implements program directives and develops systems and controls to carry out program tasks.
• Determines work schedules, sets priorities and implements procedures for performing work activities.
• Directs and monitors work results for meeting customer requirements, specifications and quality assurance standards. Evaluates performance of assigned program tasks in terms of quality, cost control and program schedules.

Project Manager

Minimum Education: Bachelor’s Degree

Minimum Experience: 6 years

Functional Responsibilities:

• Directs, coordinates and exercises supervisory authority for planning, organizing, controlling, integrating and completing engineering or technically related projects.
• Develops and establishes procedures and guidelines for daily operation of assigned program.
• Executes and implements program directives and develops systems and controls to carry out program tasks.
• Determines work schedules, sets priorities and implements procedures for performing work activities.
• Directs and monitors work results for meeting customer requirements, specifications and quality assurance standards. Evaluates performance of assigned program tasks in terms of quality, cost control and program schedules.

**Research Analyst**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 1 year  
**Functional Responsibilities:**  
- Analyzes existing and potential product and service information and prospective customers and markets.  
- Collates information into meaningful reports and presentation material. Maintains any technical information in a systems library.

**Researcher**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 10 years  
**Functional Responsibilities:**  
- Carries out research/development activities.  
- Makes detailed observations, analyzes data, and interprets results.  
- Compiles results and prepares technical reports and documentation of outcomes.  
- Has knowledge of commonly-used concepts, practices, and procedures within a particular field.  
- Relies on instructions and pre-established guidelines to perform the functions of the job.

**Statistician**

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 10 years  
**Functional Responsibilities:**  
- Analyzes and interprets data from various sources.  
- Compiles reports, charts, and tables based on established statistical methods.  
- Has knowledge of commonly-used concepts, practices, and procedures within a particular field.  
- Relies on instructions and pre-established guidelines to perform the functions of the job.

**Subject Matter Expert (SME)**

**Minimum Education:** Master’s Degree  
**Minimum Experience:** 15 years  
**Functional Responsibilities:**  
- Uses a wide application of principles, theories, concepts, and techniques to develop innovative solutions to problems.  
- Provides expert advice, assistance, or guidance in support of technical programs and projects.  
- Applies expert knowledge to gather facts, research and analyze the data, and develop conclusions and recommendations.
Technical Writer I/Copywriting/Editorial Specialist I

Minimum Education: Bachelor’s Degree

Minimum Experience: 6 years

Functional Responsibilities:

- Publish daily e-newsletter for the agency.
- Write and/or edit copy for feature or news stories
- Ensure writing quality control procedures.
- Develop and maintain agency writing style guide standards.

Equivalencies

*Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or Associate’s + 6 years relevant experience or 8 years relevant experience</td>
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