

GENERAL SERVICES ADMINISTRATION

Federal Acquisition 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 is available through **GSA Advantage!**TM, a menu-driven database system. The INTERNET address for **GSA Advantage!**TM is: <http://www.GSAAdvantage.gov>.

Schedule for - Consolidated

Federal Supply Group: CORP **Class:**

Contract Number: GS-00F-329CA

For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at <http://www.gsa.gov/schedules-ordering>

Contract Period: September 24, 2015 – September 23, 2020

Contractor: Data Solutions & Technology, Inc. (d.b.a.) DST
9901 Business Parkway, Suite R
Lanham, MD 20706 1887

Business Size: Small, Veteran Owned Business

In accordance with 13 C.F.R. 121.404, the Contractor is ineligible to participate in any RFQ that is set aside for small business where the subject contract's awarded size status for the preponderance NAICS designated in the RFQ is "other than small".

Telephone: (301) 583-3500

Extension: 201

FAX Number: (301) 583-3511

Web Site: www.dstincorporated.com

E-mail: Deborah.Scott.Thomas@dstincorporated.com, jstallworth@dstincorporated.com,
cduncan@dstincorporated.com

Contract Administration: Deborah Thomas

CUSTOMER INFORMATION:

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

| SIN | Recovery | SIN Description |
|----------|------------|--|
| C874-1 | C874-1RC | Integrated Consulting Services |
| C874-4 | C874-4RC | Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration |
| C874-501 | C874-501RC | Supply and Value Chain Management |
| C874-503 | C874-503RC | Distribution and Transportation Logistics Services |
| C874-504 | C874-504RC | Deployment Logistics |
| C874-507 | C874-507RC | Operations & Maintenance Logistics Management and Support Services |

| | | |
|--------|----------|--|
| C874-6 | C874-6RC | Acquisition Management Support |
| C874-7 | C874-7RC | Integrated Business Program Support Services |

- 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.**
- 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.**
- 2. Maximum Order:** \$1,000,000.00
- 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
- 6. Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See Attachment.
- 7. Quantity discounts:** None Offered
- 8. Prompt payment terms:** 2% 15 days, Net 30 days
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** will accept over \$2,500
- 10. Foreign items (list items by country of origin):** None
- 11a. Time of Delivery (Contractor insert number of days):** Specified on the Task Order
- 11b. 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
- 11c. 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
- 11d. 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
- 12. F.O.B Points(s):** Destination

- 13a. **Ordering Address(es):** Same as Contractor
- 13b. **Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).**
14. **Payment address(es):** Same as company address
15. **Warranty provision.:** Contractor's standard commercial warranty.
16. **Export Packing Charges (if applicable):** N/A
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
18. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
19. **Terms and conditions of installation (if applicable):** N/A
20. **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
21. **List of service and distribution points (if applicable):** N/A
22. **List of participating dealers (if applicable):** N/A
23. **Preventive maintenance (if applicable):** N/A
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 24b. **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. contactor's website or other location.) The EIT standards can be found at: www.Section508.gov/.**
25. **Data Universal Numbering System (DUNS) number:** 947382842
26. **Notification regarding registration in Central Contractor Registration (CCR) database:** Registered
27. **Final Pricing:**
The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.
Labor Categories Pricing

| Item | SIN | Awarded Labor Category | Site | Awarded Prices |
|------|------------------------|-------------------------|------|----------------|
| 1 | 874-501, 503, 504, 507 | Accounting Clerk I*** | Both | \$33.97 |
| 2 | 874-501, 503, 504, 507 | Accounting Clerk II*** | Both | \$39.64 |
| 3 | 874-501, 503, 504, 507 | Accounting Clerk III*** | Both | \$43.04 |
| 4 | 874-501, | Accounting Clerk IV** | Both | \$45.30 |

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|----|------------------------|---|------|----------|
| | 503, 504, 507 | | | |
| 5 | 874-1,6,7 | MOBIS Administrative Assistant I*** | Both | \$60.40 |
| 6 | 874-501, 503, 504, 507 | LOGWORLD Administrative Assistant*** | Both | \$56.15 |
| 7 | 874-501, 503, 504, 507 | Assistant Project Manager I | Both | \$45.86 |
| 8 | 874-501, 503, 504, 507 | Assistant Project Manager II | Both | \$47.98 |
| 9 | 874-501, 503, 504, 507 | Assistant Project Manager III | Both | \$52.31 |
| 10 | 874-501, 503, 504, 507 | Business Process Reengineering Specialist I | Both | \$92.23 |
| 11 | 874-501, 503, 504, 507 | Business Process Reengineering Specialist II | Both | \$101.48 |
| 12 | 874-501, 503, 504, 507 | Business Process Reengineering Specialist III | Both | \$122.83 |
| 13 | 874-501, 503, 504, 507 | CDL Truck Driver I*** | Both | \$37.95 |
| 14 | 874-501, 503, 504, 507 | CDL Truck Driver II** | Both | \$39.63 |
| 15 | 874-501, 503, 504, 507 | CDL Truck Driver III** | Both | \$44.07 |
| 16 | 874-501, 503, 504, 507 | Cleaning Crewman*** | Both | \$27.19 |
| 17 | 874-501, 503, 504, 507 | Configuration Management Specialist I | Both | \$76.25 |
| 18 | 874-501, 503, 504, 507 | Configuration Management Specialist II | Both | \$92.23 |
| 19 | 874-501, 503, 504, 507 | Configuration Management Specialist III | Both | \$107.59 |
| 20 | 874-501, 503, 504, 507 | Courier I*** | Both | \$27.89 |
| 21 | 874-501, 503, 504, 507 | Courier II** | Both | \$29.40 |
| 22 | 874-501, 503, 504, 507 | Courier III** | Both | \$31.16 |
| 23 | 874-501, 503, 504, 507 | Customer Support Technician I*** | Both | \$50.57 |
| 24 | 874-501, 503, 504, 507 | Customer Support Technician III | Both | \$64.71 |
| 25 | 874-501, 503, 504, 507 | Data Entry Clerk I*** | Both | \$28.16 |
| 26 | 874-501, 503, 504, 507 | Data Entry Clerk II*** | Both | \$30.11 |

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|----|------------------------------|--|------|----------|
| 27 | 874-501, 503, 504, 507 | Data Entry Clerk III** | Both | \$34.54 |
| 28 | 874-501, 503, 504, 507 | Data Entry Clerk IV** | Both | \$40.76 |
| 29 | 874-501, 503, 504, 507 | Database Administrator I | Both | \$58.89 |
| 30 | 874-501, 503, 504, 507 | Database Administrator II | Both | \$69.93 |
| 31 | 874-501, 503, 504, 507 | Database Administrator III | Both | \$85.28 |
| 32 | 874-501, 503, 504, 507 | Electronics/Hardware Specialist I*** | Both | \$48.37 |
| 33 | 874-501, 503, 504, 507 | Electronics/Hardware Specialist II*** | Both | \$51.53 |
| 34 | 874-501, 503, 504, 507 | Electronics/Hardware Specialist III*** | Both | \$53.58 |
| 35 | 874-1,4 | Facilitator I | Both | \$174.13 |
| 36 | 874-1,4 | Facilitator II | Both | \$193.49 |
| 37 | 874-1,4 | Facilitator III | Both | \$226.09 |
| 38 | 874-1,4 | Facilitator IV | Both | \$242.51 |
| 39 | 874-501, 503, 504, 507 | Forklift Operator I*** | Both | \$34.83 |
| 40 | 874-501, 503, 504, 507 | Forklift Operator II** | Both | \$36.97 |
| 41 | 874-501, 503, 504, 507 | Forklift Operator III** | Both | \$39.98 |
| 42 | 874-501, 503, 504, 507 | General Clerk I*** | Both | \$29.08 |
| 43 | 874-501, 503, 504, 507 | General Clerk II*** | Both | \$31.15 |
| 44 | 874-501, 503, 504, 507 | General Clerk III*** | Both | \$36.24 |
| 45 | 874-501, 503, 504, 507 | General Clerk IV** | Both | \$44.07 |
| 46 | 874-501, 503, 504, 507 | Graphics Specialist I | Both | \$50.03 |
| 47 | 874-501, 503, 504, 507 | Graphics Specialist II | Both | \$53.12 |
| 48 | 874-501, 503, 504, 507 | Graphics Specialist III | Both | \$55.64 |
| 49 | 874-501, 503, 504, 507 | Inventory Manager I | Both | \$37.62 |
| 50 | 874-501, 503, 504, 507 | Inventory Manager II | Both | \$44.68 |
| 51 | 874-501, 503, 504, 507 | Inventory Manager III | Both | \$49.39 |

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|----|------------------------------|---------------------------------|------|----------|
| 52 | 874-501, 503, 504, 507 | Lead Assemblyman | Both | \$33.97 |
| 53 | 874-501, 503, 504, 507 | Legacy Systems Analyst I | Both | \$49.39 |
| 54 | 874-501, 503, 504, 507 | Legacy Systems Analyst II | Both | \$61.15 |
| 55 | 874-501, 503, 504, 507 | Legacy Systems Analyst III | Both | \$71.68 |
| 56 | 874-501, 503, 504, 507 | Logistician I | Both | \$51.18 |
| 57 | 874-501, 503, 504, 507 | Logistician II | Both | \$60.33 |
| 58 | 874-501, 503, 504, 507 | Logistician III | Both | \$69.45 |
| 59 | 874-501, 503, 504, 507 | Logistics Analyst I | Both | \$92.23 |
| 60 | 874-501, 503, 504, 507 | Logistics Analyst II | Both | \$122.83 |
| 61 | 874-501, 503, 504, 507 | Logistics Analyst III | Both | \$148.59 |
| 62 | 874-501, 503, 504, 507 | LOGWORLD Management Analyst I | Both | \$49.46 |
| 63 | 874- 1,6,7 | MOBIS Management Analyst I | Both | \$32.80 |
| 64 | 874-501, 503, 504, 507 | LOGWORLD Management Analyst II | Both | \$54.52 |
| 65 | 874- 1,6,7 | MOBIS Management Analyst II | Both | \$35.94 |
| 66 | 874-501, 503, 504, 507 | LOGWORLD Management Analyst III | Both | \$58.73 |
| 67 | 874- 1,6,7 | MOBIS Management Analyst III | Both | \$36.30 |
| 68 | 874-501, 503, 504, 507 | LOGWORLD Management Analyst IV | Both | \$64.07 |
| 69 | 874- 1,6,7 | MOBIS Management Analyst IV | Both | \$41.69 |
| 70 | 874-501, 503, 504, 507 | Mechanical Specialist I*** | Both | \$42.46 |
| 71 | 874-501, 503, 504, 507 | Mechanical Specialist III** | Both | \$47.04 |
| 72 | 874-501, 503, 504, 507 | Mover/Material Handler I*** | Both | \$29.62 |
| 73 | 874-501, 503, 504, 507 | Mover/Material Handler II** | Both | \$31.88 |
| 74 | 874-501, 503, 504, 507 | Mover/Material Handler III** | Both | \$38.56 |
| 75 | 874-501, 503, | Mover/Material Handler IV*** | Both | \$45.30 |

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|----|------------------------------|-------------------------------|------|----------|
| | 504, 507 | | | |
| 76 | 874-501, 503, 504, 507 | Operations Manager I | Both | \$58.79 |
| 77 | 874-501, 503, 504, 507 | Operations Manager II | Both | \$63.50 |
| 78 | 874-501, 503, 504, 507 | Operations Manager III | Both | \$73.50 |
| 79 | 874-501, 503, 504, 507 | Operations Supervisor I | Both | \$47.22 |
| 80 | 874-501, 503, 504, 507 | Operations Supervisor II | Both | \$52.83 |
| 81 | 874-501, 503, 504, 507 | Operations Supervisor III | Both | \$59.00 |
| 82 | 874-501, 503, 504, 507 | Parking Attendant I*** | Both | \$23.02 |
| 83 | 874-501, 503, 504, 507 | Parking Attendant II** | Both | \$33.53 |
| 84 | 874-501, 503, 504, 507 | Parking Attendant III** | Both | \$41.85 |
| 85 | 874-501, 503, 504, 507 | Power Collator | Both | \$46.38 |
| 86 | 874-501, 503, 504, 507 | LOGWORLD Program Manager I | Both | \$70.59 |
| 87 | 874- 1,6,7 | MOBIS Program Manager I | Both | \$58.89 |
| 88 | 874-501, 503, 504, 507 | LOGWORLD Program Manager II | Both | \$94.54 |
| 89 | 874- 1,6,7 | MOBIS Program Manager II | Both | \$95.01 |
| 90 | 874-501, 503, 504, 507 | LOGWORLD Program Manager III | Both | \$115.52 |
| 91 | 874- 1,6,7 | MOBIS Program Manager III | Both | \$116.10 |
| 92 | 874-501, 503, 504, 507 | Program Manager IV | Both | \$125.77 |
| 93 | 874-501, 503, 504, 507 | Program Manager V | Both | \$141.56 |
| 94 | 874-501, 503, 504, 507 | Programmer Analyst I*** | Both | \$55.36 |
| 95 | 874-501, 503, 504, 507 | Programmer Analyst II*** | Both | \$57.83 |
| 96 | 874-501, 503, 504, 507 | Programmer Analyst III*** | Both | \$68.16 |
| 97 | 874-501, 503, 504, 507 | Programmer Analyst IV*** | Both | \$78.01 |
| 98 | 874-501, 503, 504, 507 | LOGWORLD Project Manager I | Both | \$49.03 |

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|-----|------------------------|------------------------------------|------|----------|
| 99 | 874-1,6,7 | MOBIS Project Manager I | Both | \$49.29 |
| 100 | 874-501, 503, 504, 507 | LOGWORLD Project Manager II | Both | \$52.48 |
| 101 | 874-1,6,7 | MOBIS Project Manager II | Both | \$52.75 |
| 102 | 874-501, 503, 504, 507 | MOBIS Project Manager III | Both | \$56.43 |
| 103 | 874-1,6,7 | LOGWORLD Project Manager III | Both | \$56.72 |
| 104 | 874-501, 503, 504, 507 | Project Manager IV | Both | \$62.29 |
| 105 | 874-501, 503, 504, 507 | Project Manager V | Both | \$72.67 |
| 106 | 874-501, 503, 504, 507 | Quality Assurance Specialist I | Both | \$56.22 |
| 107 | 874-501, 503, 504, 507 | Quality Assurance Specialist II | Both | \$66.55 |
| 108 | 874-501, 503, 504, 507 | Quality Assurance Specialist III | Both | \$74.48 |
| 109 | 874-1,6,7 | Quality Assurance Technician | Both | \$39.76 |
| 110 | 874-501, 503, 504, 507 | Receiving Clerk I*** | Both | \$34.74 |
| 111 | 874-501, 503, 504, 507 | Receiving Clerk II** | Both | \$36.24 |
| 112 | 874-501, 503, 504, 507 | Receiving Clerk III** | Both | \$39.08 |
| 113 | 874-501, 503, 504, 507 | Shipping & Receiving Clerk I** | Both | \$36.06 |
| 114 | 874-501, 503, 504, 507 | Shipping & Receiving Clerk II** | Both | \$37.94 |
| 115 | 874-501, 503, 504, 507 | Shipping & Receiving Clerk III** | Both | \$40.76 |
| 116 | 874-501, 503, 504, 507 | Shipping Clerk I** | Both | \$35.67 |
| 117 | 874-501, 503, 504, 507 | Shipping Clerk II** | Both | \$37.37 |
| 118 | 874-501, 503, 504, 507 | Shipping Clerk III** | Both | \$39.63 |
| 119 | 874-501, 503, 504, 507 | LOGWORLD Subject Matter Expert I | Both | \$129.44 |
| 120 | 874-1,4,6,7 | MOBIS Subject Matter Expert I | Both | \$130.11 |
| 121 | 874-501, 503, 504, 507 | LOGWORLD Subject Matter Expert II | Both | \$160.43 |
| 122 | 874-1,4,6,7 | MOBIS Subject Matter Expert II | Both | \$161.25 |
| 123 | 874-501, | LOGWORLD Subject Matter Expert III | Both | \$192.52 |

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|-----|------------------------------|---|------|----------|
| | 503, 504, 507 | | | |
| 124 | 874- 1,4,6,7 | MOBIS Subject Matter Expert III | Both | \$193.49 |
| 125 | 874-501, 503, 504, 507 | LOGWORLD Subject Matter Expert IV | Both | \$224.96 |
| 126 | 874- 1,4,6,7 | MOBIS Subject Matter Expert IV | Both | \$226.09 |
| 127 | 874-501, 503, 504, 507 | Supply Clerk I*** | Both | \$34.50 |
| 128 | 874-501, 503, 504, 507 | Supply Clerk III** | Both | \$37.62 |
| 129 | 874-501, 503, 504, 507 | Supply Distribution/Stockroom Manager I | Both | \$44.68 |
| 130 | 874-501, 503, 504, 507 | Supply Distribution/Stockroom Manager II | Both | \$49.39 |
| 131 | 874-501, 503, 504, 507 | Supply Distribution/Stockroom Manager III | Both | \$56.44 |
| 132 | 874-501, 503, 504, 507 | Systems Analyst I*** | Both | \$52.93 |
| 133 | 874-501, 503, 504, 507 | Systems Analyst II*** | Both | \$63.32 |
| 134 | 874-501, 503, 504, 507 | Systems Analyst III*** | Both | \$76.80 |
| 135 | 874-501, 503, 504, 507 | Systems Analyst IV** | Both | \$79.41 |
| 136 | 874-501, 503, 504, 507 | Task Manager I | Both | \$49.03 |
| 137 | 874-501, 503, 504, 507 | Task Manager II | Both | \$52.48 |
| 138 | 874-501, 503, 504, 507 | Task Manager III | Both | \$56.43 |
| 139 | 874-501, 503, 504, 507 | Technical Writer/Editor I*** | Both | \$55.45 |
| 140 | 874- 1,6,7 | Technical Writer/Editor I*** | Both | \$55.72 |
| 141 | 874-501, 503, 504, 507 | Technical Writer/Editor II*** | Both | \$74.84 |
| 142 | 874-501, 503, 504, 507 | Technical Writer/Editor III*** | Both | \$90.10 |
| 143 | 874-501, 503, 504, 507 | Traffic/Freight Specialist I | Both | \$49.39 |
| 144 | 874-501, 503, 504, 507 | Traffic/Freight Specialist II | Both | \$58.79 |
| 145 | 874-501, 503, 504, 507 | Traffic/Freight Specialist III | Both | \$72.89 |
| 146 | 874-501, 503, | LOGWORLD Trainer I | Both | \$173.26 |

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|-----|------------------------|---|------|----------|
| | 504, 507 | | | |
| 147 | 874-1 & 4 | MOBIS Trainer I | Both | \$174.13 |
| 148 | 874-501, 503, 504, 507 | LOGWORLD Trainer II | Both | \$192.52 |
| 149 | 874-1 & 4 | MOBIS Trainer II | Both | \$193.49 |
| 150 | 874-501, 503, 504, 507 | LOGWORLD Trainer III | Both | \$224.93 |
| 151 | 874-1 & 4 | MOBIS Trainer III | Both | \$226.09 |
| 152 | 874-501, 503, 504, 507 | LOGWORLD Trainer IV | Both | \$241.29 |
| 153 | 874-1 & 4 | MOBIS Trainer IV | Both | \$242.51 |
| 154 | 874-501, 503, 504, 507 | Transportation/ Operations Specialist I | Both | \$56.44 |
| 155 | 874-501, 503, 504, 507 | Transportation/ Operations Specialist II | Both | \$63.50 |
| 156 | 874-501, 503, 504, 507 | Transportation/ Operations Specialist III | Both | \$82.31 |
| 157 | 874-501, 503, 504, 507 | Truck Driver I*** | Both | \$34.36 |
| 158 | 874-501, 503, 504, 507 | Truck Driver II** | Both | \$36.03 |
| 159 | 874-501, 503, 504, 507 | Truck Driver III** | Both | \$38.50 |
| 160 | 874-501, 503, 504, 507 | Van Driver*** | Both | \$40.92 |
| 161 | 874-501, 503, 504, 507 | Warehouse Manager I | Both | \$58.79 |
| 162 | 874-501, 503, 504, 507 | Warehouse Manager II | Both | \$63.50 |
| 163 | 874-501, 503, 504, 507 | Warehouse Manager III | Both | \$73.50 |
| 164 | 874-501, 503, 504, 507 | Warehouse Specialist I*** | Both | \$36.69 |
| 165 | 874-501, 503, 504, 507 | Warehouse Specialist II | Both | \$39.40 |
| 166 | 874-501, 503, 504, 507 | Warehouse Specialist III | Both | \$40.83 |
| 167 | 874-501, 503, 504, 507 | Web Master I | Both | \$64.68 |
| 168 | 874-501, 503, 504, 507 | Web Master II | Both | \$73.54 |
| 169 | 874-501, 503, 504, 507 | Web Master III | Both | \$83.10 |

Service Contract Act (SCA) Matrix

| SCA MATRIX | | |
|---|--|-------------------|
| SCA Eligible Contract Labor Category | SCA Equivalent Code - Title | WD Number* |
| Accounting Clerk I | 01011 Accounting Clerk I | 05-2103 |
| Accounting Clerk II | 01012 Accounting Clerk II | 05-2103 |
| Accounting Clerk III | 01013 Accounting Clerk III | 05-2103 |
| Accounting Clerk IV** | 01013 Accounting Clerk III | 05-2103 |
| Administrative Assistant I | 01020 Administrative Assistant | 05-2103 |
| Data Entry Clerk I | 01051 Data Entry Operator I | 05-2103 |
| Data Entry Clerk II | 01052 Data Entry Operator II | 05-2103 |
| Data Entry Clerk III** | 01052 Data Entry Operator II | 05-2103 |
| Data Entry Clerk IV** | 01052 Data Entry Operator II | 05-2103 |
| General Clerk I | 01111 General Clerk I | 05-2103 |
| General Clerk II | 01112 General Clerk II | 05-2103 |
| General Clerk III | 01113 General Clerk III | 05-2103 |
| General Clerk IV** | 01113 General Clerk III | 05-2103 |
| Cleaning Crewman | 11150 Janitor | 05-2103 |
| Programmer Analyst I | 14071 Computer Programmer I | 05-2103 |
| Programmer Analyst II | 14072 Computer Programmer II | 05-2103 |
| Programmer Analyst III | 14073 Computer Programmer III | 05-2103 |
| Programmer Analyst IV | 14074 Computer Programmer IV | 05-2103 |
| Systems Analyst I | 14101 Computer Systems Analyst I | 05-2103 |
| Systems Analyst II | 14102 Computer Systems Analyst II | 05-2103 |
| Systems Analyst III | 14103 Computer Systems Analyst III | 05-2103 |
| System Analyst IV** | 14103 Computer Systems Analyst III | 05-2103 |
| Customer Support Technician I | 14160 Personal Computer Support Technician | 05-2103 |
| Forklift Operator I | 21020 Forklift Operator | 05-2103 |

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|---|---|----------------|
| Forklift Operator II** | 21020 Forklift Operator | 05-2103 |
| Forklift Operator III** | 21020 Forklift Operator | 05-2103 |
| Mover/Material Handler I | 21050 Material Handling Laborer | 05-2103 |
| Mover/Material Handler II** | 21040 Material Expediter | 05-2103 |
| Mover/Material Handler III** | 21040 Material Expediter | 05-2103 |
| Mover/Material Handler IV | 21040 Material Expediter | 05-2103 |
| Receiving Clerk I | 21130 Shipping/Receiving Clerk | 05-2103 |
| Receiving Clerk II** | 21130 Shipping/Receiving Clerk | 05-2103 |
| Receiving Clerk III** | 21130 Shipping/Receiving Clerk | 05-2103 |
| Shipping & Receiving Clerk I** | 21130 Shipping/Receiving Clerk | 05-2103 |
| Shipping & Receiving Clerk II** | 21130 Shipping/Receiving Clerk | 05-2103 |
| Shipping & Receiving Clerk III** | 21130 Shipping/Receiving Clerk | 05-2103 |
| Supply Clerk I | 21150 Stock Clerk | 05-2103 |
| Supply Clerk III** | 21150 Stock Clerk | 05-2103 |
| Warehouse Specialist I | 21410 Warehouse Specialist | 05-2103 |
| Electronics/Hardware Specialist I | 23181 Electronics Technician Maintenance I | 05-2103 |
| Electronics/Hardware Specialist II | 23182 Electronics Technician Maintenance II | 05-2103 |
| Electronics/Hardware Specialist III | 23183 Electronics Technician Maintenance III | 05-2103 |
| Mechanical Specialist I | 23530 Machinery Maintenance Mechanic | 05-2103 |
| Mechanical Specialist III** | 23530 Machinery Maintenance Mechanic | 05-2103 |
| Technical Writer/ Editor I | 30461 Technical Writer I | 05-2103 |
| Technical Writer/ Editor II | 30462 Technical Writer II | 05-2103 |
| Technical Writer/ Editor III | 30463 Technical Writer III | 05-2103 |
| Van Driver | 31030 Bus Driver | 05-2103 |
| Courier I | 31043 Driver Courier | 05-2103 |
| Courier II** | 31043 Driver Courier | 05-2103 |
| Courier III** | 31043 Driver Courier | 05-2103 |
| Parking Attendant I | 31260 Parking and Lot Attendant | 05-2103 |
| Parking Attendant II** | 31260 Parking and Lot Attendant | 05-2103 |
| Parking Attendant III** | 31260 Parking and Lot Attendant | 05-2103 |

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|-------------------------------|--|----------------|
| Truck Driver I | 31361 Truckdriver, Light Truck | 05-2103 |
| Truck Driver II** | 31362 Truckdriver, Medium Truck | 05-2103 |
| Truck Driver III** | 31363 Truckdriver, Heavy Truck | 05-2103 |
| CDL Truck Driver I | 31361 Truckdriver, Light Truck | 05-2103 |
| CDL Truck Driver II** | 31362 Truckdriver, Medium Truck | 05-2103 |
| CDL Truck Driver III** | 31363 Truckdriver, Heavy Truck | 05-2103 |

The Service Contract Act (SCA) is applicable to this contract and it 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 SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

Courses/Training Pricing:

| | SIN | Course Name | Site | Length | Min | Max | Awarded Prices Per Course | Awarded Prices Per Additional Participant |
|----|-------|---------------------------------------|------|---------|-----|-----|---------------------------|---|
| 1 | 874-4 | Conflict Management | Both | 1 day | 10 | 15 | \$ 4,175.04 | \$ 56.78 |
| 2 | 874-4 | Customer Focused Team Training | Both | 4 days | 10 | 15 | \$ 9,916.27 | \$ 141.92 |
| 3 | 874-4 | Diversity Training | Both | 1 day | 10 | 15 | \$ 4,175.04 | \$ 85.15 |
| 4 | 874-4 | Effective Customer Service | Both | 1 day | 10 | 15 | \$ 3,653.75 | \$ 56.78 |
| 5 | 874-4 | Interpersonal Communication | Both | 1 day | 10 | 15 | \$ 3,653.75 | \$ 56.78 |
| 6 | 874-4 | Listening to Customers | Both | 1 day | 10 | 15 | \$ 3,131.30 | \$ 56.78 |
| 7 | 874-4 | Listening to Employees | Both | 4 hours | 10 | 15 | \$ 1,879.25 | \$ 56.78 |
| 8 | 874-4 | Preventing Work Place Violence | Both | 1 day | 10 | 15 | \$ 4,697.59 | \$ 85.15 |
| 9 | 874-4 | Recognizing and Preventing Harassment | Both | 1 day | 10 | 15 | \$ 4,697.59 | \$ 85.15 |
| 10 | 874-4 | Recognizing and Preventing | Both | 1 day | 10 | 15 | \$ 4,697.59 | \$ 85.15 |

| | | | | | | | | |
|----|-------|--------------------|------|-------|----|----|-------------|----------|
| | | Sexual Harassment | | | | | | |
| 11 | 874-4 | Relating to Others | Both | 1 day | 10 | 15 | \$ 3,653.75 | \$ 56.78 |
| 12 | 874-4 | Stress Management | Both | 1 day | 10 | 15 | \$ 3,131.30 | \$ 56.78 |

DATA SOLUTIONS & TECHNOLOGY INCORPORATED MOBIS LABOR CATEGORY DESCRIPTIONS

1. PROGRAM MANAGER III

Functional Responsibilities: Manages substantial contract support operations involving multiple projects. Has demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity described in the Task Order.

Education/Experience: Bachelors degree and 5 years of experience. Two years of experience may be substituted for one year of degree-level education.

2. PROGRAM MANAGER II

Functional Responsibilities: Manages substantial contract support operations involving multiple projects. Has demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.

Education/Experience: Bachelors degree and 3 years of experience. Two years of experience may be substituted for one year of degree-level education.

3. PROGRAM MANAGER I

Functional Responsibilities: Manages substantial contract support operations involving multiple projects. Has demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract

support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.

Education/Experience: Bachelors degree and 1 year of experience. Two years of experience may be substituted for one year of degree-level education.

4. PROJECT MANAGER III

Functional Responsibilities: Responsible for handling the day-to-day management and administration of project tasks. Develops detailed work plans and schedules in response to support service requests. Assigns staff responsibilities and supervises all staff efforts. Utilizes, maintains control over, and redirects available resources as necessary to complete tasks in accordance with scheduled milestones and budgetary constraints. Performs quality checks of all work products. Interacts continuously with government technical representatives to present interim results, discuss concerns, and ensure total product/service satisfaction.

Education/Experience: Bachelors degree and 5 years of experience. Two years of experience may be substituted for one year of degree-level education.

5. PROJECT MANAGER II

Functional Responsibilities: Assists in preparation of management plans and reports. Conducts research as required. Coordinates projects activities and schedules to aid completion of proposals, contract deliverables, task orders quality reviews, briefings and presentations. Serves as technical and quality editor of written materials. Coordinates with the project team and Project/Program Manager in performing the work. Analyzes, develops, and reviews program administrative procedures. Works independently or under the general guidance of project/program lead.

Education/Experience: Bachelors degree and 3 years of experience. Two years of experience may be substituted for one year of degree-level education.

6. PROJECT MANAGER I

Functional Responsibilities: Performs routine project administration work. Work involves assisting in establishing program/project goals and objectives; assisting in developing program guidelines, procedures, policies, rules, and regulations; assisting in developing schedules, priorities, and standards for achieving project/program goals; and assisting in evaluating project/program activities. Works under the guidance of project/program lead.

Education/Experience: Bachelors degree and 1 year of experience. Two years of experience may be substituted for one year of degree-level education.

7. SUBJECT MATTER EXPERT IV

Functional Responsibilities: Confers with client executive management using line of business

expertise to define the client's strategic business goals, and advises in the reengineering of business processes to meet these goals. Has demonstrated relevant experience in one or more areas to include: finance, business process reengineering, facilitation and technical disciplines such as programming, engineering and systems design and analysis. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.

Education/Experience: Bachelors degree and 12 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

8. SUBJECT MATTER EXPERT III

Functional Responsibilities: Confers with client management to define the client's strategic business goals, and advises in the reengineering of business processes to meet these goals. Has demonstrated relevant experience in one or more areas to include: finance business process reengineering, facilitation and technical disciplines such as programming, engineering and systems design and analysis. Analyzes clients' requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.

Education/Experience: Bachelors degree and 10 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

9. SUBJECT MATTER EXPERT II

Functional Responsibilities: Confers with client management to understand or develop the client's strategic business goals, and assists in formulation of an appropriate strategy. Has demonstrated relevant experience in one or more areas to include: finance business process reengineering, facilitation and technical disciplines such as programming, engineering and systems design and analysis. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.

Education/Experience: Bachelors degree and 8 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

10. SUBJECT MATTER EXPERT I

Functional Responsibilities: Confers with client management to understand the client's strategic business goals. Has demonstrated relevant experience in one or more areas to include: finance, business process reengineering, facilitation and technical disciplines such as programming, engineering and systems design and analysis. Analyzes clients' requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advise clients on the impact of new legislation or new technologies that are relevant to their

agency. Demonstrates exceptional oral and written communication skills. Possesses requisite knowledge and expertise so recognized in the professional community that the individual is considered "expert" in the technical/specialty area being addressed.

Education/Experience: Bachelors degree and 6 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

11. MANAGEMENT ANALYST IV

Functional Responsibilities: Serves as the lead analyst on team efforts and ensures that the team works within the parameters of the task. Conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation and work groups. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation. May be the sole company representative on an effort. Demonstrated ability to interface with the customer in an autonomous manner.

Education/Experience: Associates degree and 4 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

12. MANAGEMENT ANALYST III

Functional Responsibilities: Serves as a management analyst, normally on a team effort, and conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation and work groups within the parameters of the task. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation.

Education/Experience: Associates degree and 3 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

13. MANAGEMENT ANALYST II

Functional Responsibilities: Supports the team by working with the Lead Management Analyst to conduct analysis, program evaluation, quality management analysis, process management reviews, facilitation and work groups within the parameters of the task. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects.

Education/Experience: Associates degree and 2 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

14. MANAGEMENT ANALYST I

Functional Responsibilities: Supports the team by working with the Lead Management Analyst to conduct analysis, program evaluation, quality management analysis, process management reviews, facilitation and work groups within the parameters of the task. Applies process improvement, process reengineering, and change management methodologies and principles

through performance of process modernization projects.

Education/Experience: Associates degree and 1 year of relevant experience. Two years of experience may be substituted for one year of degree-level education.

15. FACILITATOR IV

Functional Responsibilities: Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelors degree and 10 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

16. FACILITATOR III

Functional Responsibilities: Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelors degree and 8 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

17. FACILITATOR II

Functional Responsibilities: Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelors degree and 6 years relevant experience. Two years of experience may be substituted for one year of degree-level education.

18. FACILITATOR I

Functional Responsibilities: Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Assist with the design and development of all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelors degree and 4 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

19. TRAINER IV

Functional responsibilities: Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelors degree and 10 years relevant experience. Two years of experience may be substituted for one year of degree-level education.

20. TRAINER III

Functional responsibilities: Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelors degree and 8 years relevant experience. Two years of experience may be substituted for one year of degree-level education.

21. TRAINER II

Functional Responsibilities: Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/experience: Bachelors degree and 6 years relevant experience. Two years of experience may be substituted for one year of degree-level education.

22. TRAINER I

Functional Responsibilities: Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/experience: Bachelors degree and 4 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

23. ADMINISTRATIVE ASSISTANT I

Functional Responsibilities: Conducts a variety of clerical and administrative activities. Maintains program, project and task files. Plans and coordinates meetings and makes travel arrangements for staff. Provides word processing, spreadsheets and graphical services as directed. Performs other duties as assigned. This labor category is only used for task order services that go beyond typical overhead services that are done in the normal course of business. Federal agencies will not be charged for services that are considered to be company overhead.

Education/Experience: High School Diploma and 6 months of relevant experience.

24. TECHNICAL WRITER/EDITOR I

Functional Responsibilities: Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and/or software and hardware documentation. Obtains technical data from independent observation, review with technical staff members, and/or studies of published materials and existing documentation. Interfaces with users, specialists, analysts, programmers, etc., to obtain background information of technologies, methods, and standards. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. Performs quality assurance checks on all materials.

Education/Experience: Bachelors degree and 2 years of experience. Two years of experience may be substituted for one year of degree-level education.

25. QUALITY ASSURANCE TECHNICIAN

Functional Responsibilities: Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs complex workflow analysis and recommends quality improvements.

Education/Experience: Associate's degree and 1 year of relevant experience. Two years of experience may be substituted for one year of degree-level education.

SIN 874-4, Training

TRAINING COURSE DESCRIPTION

COURSE TITLE: Conflict Management **COURSE LENGTH:** 1 Day

COURSE PRICE: See Table **MINIMUM NUMBER OF PARTICIPANTS:** 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table:

COURSE DESCRIPTION:

The key to effective conflict management is having the right mindset and the right set of conflict management skills. This course will offer guidelines to participants on how to deal with various situations that may arise in the workplace. The topics may include:

- **Confrontation Techniques**
- **Dealing with Defensiveness**
- **Establishing Real Needs**
- **Interpersonal Management**
- **Making a "Good Faith" Check**
- **Mutual Problem Solving**
- **Negotiating "Win-Win" Agreements**
- **Systematic Diagnosis**
- **Taking Corrective Action**

TRAINING COURSE DESCRIPTION

COURSE TITLE:

Customer Focused Team Training COURSE LENGTH: 4 Days

COURSE PRICE: See Table MINIMUM NUMBER OF PARTICIPANTS: 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table

COURSE DESCRIPTION:

This course will outline methods in how to train participants to respond to customers' needs as a collaborative effort. The topics may include:

- Building Internal Cooperation and Communication**
- Building a Solid Rapport with Customers**
- Handling Customer Complaints**
- How to Improve Customer Satisfaction**
- How to Work in Teams**

TRAINING COURSE DESCRIPTION

COURSE TITLE: Diversity Training COURSE LENGTH: 1 Day

COURSE PRICE: See Table MINIMUM NUMBER OF PARTICIPANTS: 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table

COURSE DESCRIPTION:

This course will offer training methods on diversity, including decision-making processes, communication and leadership skills, as well as problem solving. The topics may include:

- Communicating Across Cultures**
- Effective Coaching**
- Gender Equity**
- Mentoring Skills**
- Multicultural/Diversity Marketing**
- Sensitivity to Cultural Backgrounds**
- Sexual Harassment Prevention**

TRAINING COURSE DESCRIPTION

COURSE TITLE:

Effective Customer Service COURSE LENGTH: 1 Day

COURSE PRICE: See Table MINIMUM NUMBER OF PARTICIPANTS: 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table

COURSE DESCRIPTION:

This course will offer various marketing methods that will not only produce "repeat" customers, but also build a stronger client base. The topics may include:

- Customer Follow-up**
- How to Achieve Customer Loyalty**
- How to Handle Difficult Customers**
- Improving Communications Skills**
- Keeping in Constant Touch with Customers**
- Providing a Value-Added Service**
- Providing Quality Service**

TRAINING COURSE DESCRIPTION

COURSE TITLE:

Interpersonal Communications COURSE LENGTH: 1 Day

COURSE PRICE: See Table MINIMUM NUMBER OF PARTICIPANTS: 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table

COURSE DESCRIPTION:

This course is designed to help participants get a better understanding of how to deal with various communication techniques. The topics may include:

- **Communicating Across Cultures**
- **Communication through E-mail**
- **Face-to-Face Communications**
- **Identifying Communication Styles for Business Success**
- **Keeping Cool Under Pressure**
- **Living Up to Your Client's Standards**
- **Negotiation**
- **Persuasive Communication**
- **Resolving Everyday Conflicts**

TRAINING COURSE DESCRIPTION

COURSE TITLE:

Listening to Customers COURSE LENGTH: 1 Day

COURSE PRICE: See Table MINIMUM NUMBER OF PARTICIPANTS: 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table

COURSE DESCRIPTION:

This course will provide methods on how to effectively communicate with customers by being more attentive to their needs. The topics may include:

- **Focusing on Present Conversations**
- **Getting Useful Feedback Through Surveys**
- **How to Communicate with Others**
- **Keeping Customers Informed**
- **Making Yourself Available**
- **One-on-One Contact**
- **Regular Meetings**
- **Understanding Customer Needs and Wants**

TRAINING COURSE DESCRIPTION

COURSE TITLE:

Listening to Employees COURSE LENGTH: 4 Hours

COURSE PRICE: See Table MINIMUM NUMBER OF PARTICIPANTS: 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table

COURSE DESCRIPTION:

This course is designed to help participants get a better understanding of how to deal with various communication techniques. The topics may include:

- **Communicating Across Cultures**
- **Communication through E-mail**
- **Face-to-Face Communications**
- **Identifying Communication Styles for Business Success**

- **Keeping Cool Under Pressure**
- **Living Up to Your Client's Standards**
- **Negotiation**
- **Persuasive Communication**
- **Resolving Everyday Conflicts**

TRAINING COURSE DESCRIPTION

COURSE TITLE:

Preventing Workplace Violence COURSE LENGTH: 1 Day

COURSE PRICE: See Table MINIMUM NUMBER OF PARTICIPANTS: 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table

COURSE DESCRIPTION:

This course will offer guidelines on how to prevent violence in the workplace and recognize signs that may identify potentially dangerous situations. The topics may include:

- **Creating a Crisis Management Team**
- **Knowing and Eliminating Violence Risk Factors**
- **Recognizing Changes in Behavior**
- **Taking Immediate Action Against Workplace Violence**
- **Training Employees on How to Deal with Possible Violent Situations**

TRAINING COURSE DESCRIPTION

COURSE TITLE:

Recognizing and Preventing Harassment COURSE LENGTH: 1 Day

COURSE PRICE: See Table MINIMUM NUMBER OF PARTICIPANTS: 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table

COURSE DESCRIPTION:

This course will outline the various forms of harassment, as well as discuss acceptable and unacceptable behavior in the workplace. The topics may include:

- **Appropriate Interpersonal Skills**
- **Creating a Positive Interpersonal Environment**
- **How to be Proactive Rather than Reactive**
- **Maintaining a Harassment-Free Workplace**
- **Saying No and Stopping Unwelcome Behavior**
- **Speaking Up for Yourself Before Problems Build**
- **Why Harassment Occurs**

TRAINING COURSE DESCRIPTION

COURSE TITLE:

Recognizing and Preventing Sexual Harassment COURSE LENGTH: 1 Day

COURSE PRICE: See Table MINIMUM NUMBER OF PARTICIPANTS: 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table

COURSE DESCRIPTION:

This course will outline the various forms of sexual harassment, as well as discuss acceptable and unacceptable behavior in the workplace. The topics may include:

- **Appropriate Interpersonal Skills**

- **Creating a Positive Interpersonal Environment**
- **How to be Proactive Rather than Reactive**
- **Maintaining a Harassment-Free Workplace**
- **Saying No and Stopping Unwelcome Behavior**
- **Speaking Up for Yourself Before Problems Build**
- **Why Sexual Harassment Occurs**

TRAINING COURSE DESCRIPTION

COURSE TITLE: Relating to Others COURSE LENGTH: 1 Day

COURSE PRICE: See Table MINIMUM NUMBER OF PARTICIPANTS: 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table

COURSE DESCRIPTION:

This course will offer various approaches on how to deal with various personalities and backgrounds in a professional manner. It will also include a self-examination assessment in order to understand how to deal with others more effectively. The topics may include:

- **Effective Communication Skills**
- **Effective Feedback**
- **Open and Active Listening**
- **Offering Emotional Support When Needed**
- **Taking Other Options into Consideration**

TRAINING COURSE DESCRIPTION

COURSE TITLE: Stress Management COURSE LENGTH: 1 Day

COURSE PRICE: See Table MINIMUM NUMBER OF PARTICIPANTS: 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table

COURSE DESCRIPTION:

This course will offer guidelines in dealing with various stress-related situations. It is an opportunity for personal growth and development. The topics may include:

- **Attitude Control**
- **Cognitive Behavior**
- **Coping Skill Development**
- **Effective Communication Skills**
- **Problem Solving**
- **Relaxation Techniques**

DATA SOLUTIONS & TECHNOLOGY INCORPORATED

LOGWORLD SINS C874-501, C874-503, C874-504, and C874-507 Labor Category

Descriptions

1—Program Manager V

Functional Responsibility:

Manages substantial client contract support operations involving multiple projects. Demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Serves as the contractor's authorized interface with the Government Contracting Officer

(CO), the Contracting Officer's Representative (COR) government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing

work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to support staff. Responsible for overall contract performance.

Education/Experience: B.S./B.A. and a minimum of seven years related experience.

2—Program Manager IV

Functional Responsibility:

Manages substantial client contract support operations involving multiple projects. Demonstrated expertise in program

and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of

all contract support activities. Serves as the contractor's authorized interface with the Government Contracting Officer

(CO), the Contracting Officer's Representative (COR) government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing

work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to support staff. Responsible for overall contract performance.

Education/Experience: B.S./B.A. and a minimum of six years related experience.

3—Program Manager III

Functional Responsibility:

Manages substantial client contract support operations involving multiple projects. Demonstrated expertise in program

and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of

all contract support activities. Serves as the contractor's authorized interface with the Government Contracting Officer

(CO), the Contracting Officer's Representative (COR) government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing

work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to support staff. Responsible for overall contract performance.

Education/Experience: B.S./B.A. and a minimum of five years related experience.

4—Program Manager II

Functional Responsibility:

Manages substantial client contract support operations involving multiple projects. Demonstrated expertise in program

and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of

all contract support activities. Serves as the contractor's authorized interface with the Government Contracting Officer

(CO), the Contracting Officer's Representative (COR) government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing

work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to support staff. Responsible for overall contract performance.

Education/Experience: B.S./B.A. and a minimum of three years related experience.

5—Program Manager I

Functional Responsibility:

Manages substantial client contract support operations involving multiple projects. Demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Serves as the contractor's authorized interface with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR) government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to support staff. Responsible for overall contract performance.
Education/Experience: B.S./B.A. and a minimum of one year related experience.

6—Project Manager V

Functional Responsibility:

Serves client as contract manager and authorized liaison with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Responsible for contract performance.

Education/Experience: B.S./B.A. and a minimum of five years related experience.

7—Project Manager IV

Functional Responsibility:

Serves client as contract manager and authorized liaison with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Responsible for contract performance.

Education/Experience: B.S./B.A. and a minimum of four years related experience.

8—Project Manager III

Functional Responsibility:

Serves client as contract manager and authorized liaison with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Responsible for contract performance.

Education/Experience: B.S./B.A. and a minimum of three years related experience.

9—Project Manager II

Functional Responsibility:

Serves client as contract manager and authorized liaison with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Responsible for contract performance.
Education/Experience: B.S./B.A. and a minimum of two years related experience.

10—Project Manager I

Functional Responsibility:

Serves client as contract manager and authorized liaison with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Responsible for contract performance.
Education/Experience: B.S./B.A. and a minimum of one year related experience.

11—Assistant Project Manager III

Functional Responsibility:

Assists in the performance of all Project Manager responsibilities. Experienced in both managerial and technical areas. May be responsible for individual task orders under the supervision of the Project Manager. Demonstrated experience to work independently. Briefs Project Manager on anticipated problems on the contract and makes recommendations towards resolving issues.
Education/Experience: A.S./A.A. and a minimum of three years related experience.

12—Assistant Project Manager II

Functional Responsibility:

Assists in the performance of all Project Manager responsibilities. Experienced in both managerial and technical areas. May be responsible for individual task orders under the supervision of the Project Manager. Demonstrated experience to work independently or under general direction. Briefs Project Manager on anticipated problems on the contract and makes recommendations towards resolving issues.
Education/Experience: A.S./A.A. and a minimum of two years related experience.

13—Assistant Project Manager I

Functional Responsibility:

Assists in the performance of all Project Manager responsibilities. Experienced in both managerial and technical areas. May be responsible for individual task orders under the supervision of the Project Manager. Works under general direction. Briefs Project Manager on anticipated problems on the contract and makes recommendations towards resolving issues.
Education/Experience: A.S./A.A.

14—Task Manager III

Functional Responsibility:

Monitors tasks and updates the Program Manager on the status of the task. Anticipates problems and works towards resolving foreseeable issues. In the role of team or project leader, provides technical direction for the logistics project.

Serves as a technical authority in designated functional areas. As a staff specialist or consultant, resolves unique and unyielding business systems problems, using new technologies and creative approaches. Completes tasks within estimated timeframes and under budgetary constraints. Schedules and assigns tasks to support staff. Interacts with government management personnel and reports in writing and orally to contractor management, the COR, and other government representatives.

Education/Experience: A.S./A.A. and a minimum of three years related experience.

15—Task Manager II

Functional Responsibility:

Monitors tasks and keeps the Program Manager updated on task status. Anticipates problems and works towards resolving foreseeable issues. In the role of team or project leader, provides technical direction for the logistics project.

Serves as a technical authority in designated functional areas. As a staff specialist or consultant, resolves unique and unyielding business systems problems, using new technologies and creative approaches. Completes tasks within estimated timeframes and under budgetary constraints. Schedules and assigns duties to support staff. May interact with government management personnel and report in writing and orally to contractor management, the COR, and other government representatives.

Education/Experience: A.S./A.A. and a minimum of two years related experience.

16—Task Manager I

Functional Responsibility:

Monitors tasks and keeps the Program Manager updated on task status. Anticipates problems and works towards resolving foreseeable issues. In the role of team or project leader, provides technical direction for the logistics project.

Serves as a technical authority in designated functional areas. Completes tasks within estimated timeframes and under budgetary constraints. Schedules and assigns duties to support staff. May interact with government management personnel and report in writing and orally to contractor management, the COR, and other government representatives.

Education/Experience: A.S./A.A.

17—Subject Matter Expert IV

Functional Responsibility:

Confers with client executive management using line of business expertise to define the client's strategic business goals, and advises in the reengineering of business procedures to meet those goals. Demonstrated relevant experience in an applicable subject matter. Analyzes client requirements and recommends development or acquisition strategies.

Assists client in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the logistical/specialty area.

Education/Experience: B.S./B.A. and a minimum of twelve years related experience.

18—Subject Matter Expert III

Functional Responsibility:

Confers with client executive management using line of business expertise to define the client's strategic business goals, and advises in the reengineering of business procedures to meet those goals. Demonstrated relevant experience in an

applicable subject matter. Analyzes client requirements and recommends development or acquisition strategies. Assists client in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an “expert” in the logistical/specialty area.
Education/Experience: B.S./B.A. and a minimum of ten years related experience.

19—Subject Matter Expert II

Functional Responsibility:

Confers with client executive management using line of business expertise to define the client’s strategic business goals, and advises in the reengineering of business procedures to meet those goals. Demonstrated relevant experience in an applicable subject matter. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an “expert” in the designated logistical/specialty.
Education/Experience: B.S./B.A. and a minimum of eight years related experience.

20—Subject Matter Expert I

Functional Responsibility:

Confers with client executive management using line of business expertise to define the client’s strategic business goals, and advises in the reengineering of business procedures to meet those goals. Demonstrated relevant experience in an applicable subject matter. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an “expert” in the designated logistical/specialty.
Education/Experience: B.S./B.A. and a minimum of six years related experience.

21—Management Analyst IV

Functional Responsibility:

Serves as the lead analyst on team effort ensuring that the team works within the parameters of the tasks. Conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation and work groups. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation. Demonstrated ability to interface with the customer in an autonomous manner.
Education/Experience: A.S./A.A. and a minimum of four years related experience.

22—Management Analyst III

Functional Responsibility:

May serve as the lead analyst on team effort ensuring that the team works within the parameters of the tasks. Conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation and work groups.

Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation. Demonstrated ability to interface with the customer in an autonomous manner.

Education/Experience: A.S./A.A. and a minimum of three years related experience.

23—Management Analyst II

Functional Responsibility:

Conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation and work groups. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation. Demonstrated ability to interface with the customer in an autonomous manner.

Education/Experience: A.S./A.A. and a minimum of two years related experience.

24—Management Analyst I

Functional Responsibility:

Conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation and work groups. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation.

Education/Experience: A.S./A.A.

25—Trainer IV

Functional Responsibility:

Confers with client executive management to understand business goals and initiatives. Develops training to assist in meeting business goals and initiatives with expected results. Conducts required research to develop and/or revise training courses. Prepares instructor materials to include course outline, background material, and training aids. Prepares student materials, i.e., course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, and seminars. Has the ability to develop training videos. Able to conduct high level, complex training. May lead less experienced training managers.

Education/Experience: B.S./B.A. and a minimum of ten years related experience.

26—Trainer III

Functional Responsibility:

Confers with client executive management to understand business goals and initiatives. Develops training to assist in meeting business goals and initiatives with expected results. Conducts required research to develop and/or revise training courses. Prepares instructor materials to include course outline, background material, and training aids. Prepares student materials, i.e., course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel

by conducting formal classroom courses, workshops, and seminars. Has the ability to develop training videos. May lead

less experienced trainers.

Education/Experience: B.S./B.A. and a minimum of eight years related experience.

27—Trainer II

Functional Responsibility:

Conducts required research to develop and/or revise training courses. Prepares instructor materials to include course outline, background material, and training aids. Prepares student materials, i.e., course manuals, workbooks, handouts,

completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops,

and seminars. May lead less experienced trainers.

Education/Experience: B.S./B.A. and a minimum of six years related experience.

28—Trainer I

Functional Responsibility:

Conducts required research to develop and/or revise training courses. Prepares instructor materials to include course outline, background material, and training aids. Prepares student materials, i.e., course manuals, workbooks, handouts,

completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops,

and seminars.

Education/Experience: B.S./B.A. and a minimum of four years related experience.

29—Business Process Reengineering Specialist III

Functional Responsibility:

Confers with client executive management to understand business goals and initiatives. Applies process improvement and

reengineering methodologies and principles of best practices to conduct process modernization projects, including applicable trade studies. Responsibilities include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements, environmental analysis, strategy evaluation, and control. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer.

May lead less experienced personnel.

Education/Experience: B.S./B.A. and a minimum of six years related experience.

30—Business Process Reengineering Specialist II

Functional Responsibility:

Applies process improvement and reengineering methodologies and principles of best practices to conduct process modernization projects, including applicable trade studies. Responsibilities include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements,

environmental analysis, strategy evaluation, and control. Provides group facilitation, interviewing, training, and additional

forms of knowledge transfer. May lead less experienced personnel.

Education/Experience: B.S./B.A. and a minimum of four years related experience.

31—Business Process Reengineering Specialist I

Functional Responsibility:

Under general direction, applies process improvement and reengineering methodologies and principles of best practices to

conduct process modernization projects, including applicable trade studies. Responsibilities include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements, environmental analysis, strategy evaluation, and control. Provides group facilitation, interviewing,

training, and additional forms of knowledge transfer.

Education/Experience: B.S./B.A. and a minimum of one year related experience.

32—Configuration Management Specialist III

Functional Responsibility:

Performs for the client in one or more specialty areas of configuration management, data management, or engineering data. Analyzes complex client change proposals. Monitors contractors, subcontractors, and vendors to ensure that the applications of standards and requirements for the Statement of Work are properly implemented. Designs, develops, and establishes configuration and data management documentation based on program requirements. Participates in configuration reviews, audits, scheduling, budgeting, etc. Reviews and makes recommendations on client and contractor data. Identifies requirements and coordinates the development and implementation of computer-based configuration, data management systems, and electronic data support. May lead less experienced personnel.

Education/Experience: B.S./B.A. and a minimum of three years related experience.

33—Configuration Management Specialist II

Functional Responsibility:

Analyzes client change proposals. Monitors contractors, subcontractors, and vendors to ensure that the applications of standards and requirements for the Statement of Work are properly implemented. Designs, develops, and establishes configuration and data management documentation based on program requirements. Participates in configuration reviews, audits, scheduling, budgeting, etc. Reviews and makes recommendations on client and contractor data. Identifies requirements and coordinates the development and implementation of computer-based configuration, data management systems, and electronic data support. May lead less experienced personnel.

Education/Experience: B.S./B.A. and a minimum of two years related experience.

34—Configuration Management Specialist I

Functional Responsibility:

Analyzes client change proposals. Monitors contractors, subcontractors, and vendors to ensure that the applications of standards and requirements for the Statement of Work are properly implemented. Designs, develops, and establishes configuration and data management documentation based on program requirements. Participates in configuration reviews, audits, scheduling, budgeting, etc. Reviews and makes recommendations on contractor engineering data. Identifies requirements and coordinates the development and implementation of computer-based configuration, data management systems, and electronic data support.

Education/Experience: B.S./B.A.

35—Quality Assurance Specialist III

Functional Responsibility:

Responsible for technical and complex quality control testing for clients. Develops, implements, and maintains quality assurance/configuration management programs in a variety of technical and non-technical services. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Serves as a liaison to Program Management. Provides task direction and guidance to less experienced team members.

Education/Experience: B.S./B.A. and a minimum of three years related experience.

36—Quality Assurance Specialist II

Functional Responsibility:

Responsible for technical and quality control testing for clients. Implements and maintains quality assurance/configuration management programs in a variety of technical and non-technical services. Establishes standards

for life cycle, documentation, development methods, testing, and maintenance. Serves as a liaison to Program Management. Provides task direction and guidance to less experienced team members.

Education/Experience: B.S./B.A. and a minimum of two years related experience.

37—Quality Assurance Specialist I

Functional Responsibility:

Responsible for technical and quality control testing for clients. Maintains quality assurance/configuration management

programs in a variety of technical and non-technical services. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Serves as a liaison to Program Management.

Education/Experience: B.S./B.A.

38—Logistician III

Functional Responsibility:

Determines overall client support requirements, including facilities, personnel, safety, and maintenance. Directs and coordinates program activities designed to ensure effective and economical support. Analyzes and evaluates design concepts to determine if concepts satisfy support requirements, and studies the relative supportability of alternative concepts. Determines logistic support sequences and time phasing. Anticipates logistics problems related to operational

areas and environmental and human factors, and determines contingency requirements and solutions. May design and

conduct research or technical studies to support logistic functions. May lead other logisticians.

Education/Experience: A.S./A.A. and a minimum of two years related experience.

39—Logistician II

Functional Responsibility:

Determines overall client support requirements, including facilities, personnel, safety, and maintenance. Coordinates program activities designed to ensure effective and economical support. Analyzes and evaluates design concepts to determine if concepts satisfy support requirements, and studies the relative supportability of alternative concepts.

Determines logistic support sequences and time phasing. Anticipates logistics problems related to operational areas and

environmental and human factors, and determines contingency requirements and solutions. May design and conduct research or technical studies to support logistic functions. May lead other logisticians.

Education/Experience: A.S./A.A. and a minimum of one years related experience.

40—Logistician I

Functional Responsibility:

Determines overall client support requirements, including facilities, personnel, safety, and maintenance. Coordinates program activities designed to ensure effective and economical support. Analyzes and evaluates design concepts to determine if concepts satisfy support requirements, and studies the relative supportability of alternative concepts.

Determines logistic support sequences and time phasing. Anticipates logistics problems related to operational areas and

environmental and human factors, and determines contingency requirements and solutions. Under general direction, may

design and conduct research or technical studies to support logistic functions.

Education/Experience: A.S./A.A.

41—Logistics Analyst III

Functional Responsibility:

Develops and implements logistics plans for clients that may affect the production, distribution, and inventory of finished products to enhance product flow. Develops of policies, guidelines, and procedures to ensure quality and cost control. Conducts distribution and network studies, monitors inventory, and analyzes requirements in order to develop strategies to achieve desired delivery times and order fill rates. Maintains appropriate records and prepares reports. Coordinates logistics activities with internal/external customers. May lead less experienced logistics analysts.
Education/Experience: B.S./B.A. and a minimum of four years related experience.

42—Logistics Analyst II

Functional Responsibility:

Develops and implements logistics plans for clients that may affect the production, distribution, and inventory of finished products to enhance product flow. Assists in the development of policies, guidelines, and procedures to ensure quality and cost control. Conducts distribution and network studies, monitors inventory, and analyzes requirements in order to develop strategies to achieve desired delivery times and order fill rates. Maintains appropriate records and prepares reports. Coordinates logistics activities with internal/external customers. May lead less experienced logistics analysts.

Education/Experience: B.S./B.A. and a minimum of two years related experience.

43—Logistics Analyst I

Functional Responsibility:

Under general direction, develops and implements logistics plans for clients that may affect the production, distribution, and inventory of finished products to enhance product flow. Assists in the development of policies, guidelines, and procedures to ensure quality and cost control. Conducts distribution and network studies, monitors inventory, and analyzes requirements in order to develop strategies to achieve desired delivery times and order fill rates. Maintains appropriate records and prepares reports. Coordinates logistics activities with internal/external customers.

Education/Experience: B.S./B.A.

44—Legacy System Analyst III

Functional Responsibility:

Analyzes client requirements for maintaining, modifying, or converting unique application systems that are deemed legacy systems. Provides guidance and technical/functional advice to programmers. Provides comprehensive knowledge and insight of the history of changes to the legacy applications. Develops plans to migrate legacy systems to new technologies and/or new functionality. Analyzes and documents legacy system functionality to identify mandatory requirements to be fulfilled by migration system candidates. May also lead other Legacy System Analysts in designing, developing and implementing changes to legacy systems to accommodate requirement modifications, interim interfaces to migration systems, and/or conversion to migration systems.

Education/Experience: A.S./A.A. and a minimum of four years related experience.

45—Legacy System Analyst II

Functional Responsibility:

Analyzes client requirements for maintaining, modifying, or converting unique application systems that are deemed legacy systems. Provides guidance and technical/functional advice to programmers. Provides comprehensive knowledge and insight of the history of changes to the legacy applications. Develops plans to migrate legacy systems to new technologies and/or new functionality. Analyzes and documents legacy system functionality to identify mandatory requirements to be fulfilled by migration system candidates. May also participate in designing, developing and

implementing changes to legacy systems to accommodate requirement modifications, interim interfaces to migration systems, and/or conversion to migration systems.

Education/Experience: A.S./A.A. and a minimum of two years related experience.

46—Legacy System Analyst I

Functional Responsibility:

Analyzes client requirements for maintaining, modifying, or converting unique application systems that are deemed legacy systems. Provides guidance and technical/functional advice to programmers. Provides comprehensive knowledge

and insight of the history of changes to the legacy applications. Develops plans to migrate legacy systems to new technologies and/or new functionality. Analyzes and documents legacy system functionality to identify mandatory requirements to be fulfilled by migration system candidates. Under general direction, may also participate in designing,

developing and implementing changes to legacy systems to accommodate requirement modifications, interim interfaces to

migration systems, and/or conversion to migration systems.

Education/Experience: A.S./A.A.

47—Transportation/Operations Specialist III

Functional Responsibility:

Coordinates the physical movement of inbound and outbound client shipments via air, land, rail, sea or pipeline.

Responsible for all distribution functions, including shipments to domestic and international customers, and to distribution centers and branches within the same company. Evaluates and recommends improvements of the transportation network. May supervise other transportation managers and/or specialists.

Education/Experience: A.S./A.A. and a minimum of four years related experience.

48—Transportation/Operations Specialist II

Functional Responsibility:

Coordinates the physical movement of inbound and outbound client shipments via air, land, rail, sea or pipeline.

Responsible for all distribution functions, including shipments to domestic and international customers, and to distribution centers and branches within the same company. May supervise other transportation managers and/or specialists.

Education/Experience: A.S./A.A. and a minimum of two years related experience.

49—Transportation/Operations Specialist I

Functional Responsibility:

Assists in the coordination of the physical movement of inbound and outbound client shipments via air, land, rail, sea or

pipeline. Responsible for all distribution functions, including shipments to domestic and international customers, and to

distribution centers and branches within the same company.

Education/Experience: A.S./A.A.

50—Traffic/Freight Specialist III

Functional Responsibility:

Responsible for the first-line direction of employees engaged in coordination and scheduling of the movement of inbound

and out-bound client goods with carriers, and ascertaining the appropriate domestic and/or international freight rate(s) on incoming and outgoing materials and products. Assigns employees to maximize traffic objectives.

Responsible

for the employment, training, motivation, and discipline of assigned employees.

Education/Experience: A.S./A.A. and a minimum of four years related experience.

51—Traffic/Freight Specialist II

Functional Responsibility:

Responsible for the first-line direction of employees engaged in coordination and scheduling of the movement of inbound and out-bound client goods with carriers, and ascertaining the appropriate domestic and/or international freight rate(s) on incoming and outgoing materials and products. Assigns employees to maximize traffic objectives.
Education/Experience: A.S./A.A. and a minimum of two years related experience.

52—Traffic/Freight Specialist I

Functional Responsibility:

Under general direction, guides first-line direction of employees engaged in coordination and scheduling of the movement of in-bound and out-bound client goods with carriers, and ascertaining the appropriate domestic and/or international freight rate(s) on incoming and outgoing materials and products. Assigns employees to maximize traffic objectives.
Education/Experience: A.S./A.A.

53—CDL Truck Driver III

Functional Responsibility:

Operates a truck that transports client cargo to and from specified destinations. Truck size measures over four tons and usually has ten wheels. Prepares, receives and provides appropriate documentation for the delivery or pick up of goods to ensure timely service. Loads, secures and unloads cargo. Maintains radio or telephone contact with dispatcher to receive delivery or pick up instructions or to receive notice of changes in scheduled delivery or pick up. Maintains logs of travel and cargo according to federal and state regulations. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines to perform the functions of the job. Must have a Commercial Driver's License (CDL) to operate a truck. Must have a satisfactory driving record. May act as a team leader.
Education/Experience: High School Diploma and a minimum of two years related experience.

54—CDL Truck Driver II

Functional Responsibility:

Operates a truck that transports client cargo to and from specified destinations. Truck size measures over four tons and usually has ten wheels. Prepares, receives and provides appropriate documentation for the delivery or pick up of goods to ensure timely service. Loads, secures and unloads cargo. Maintains radio or telephone contact with dispatcher to receive delivery or pick up instructions or to receive notice of changes in scheduled delivery or pick up. Maintains logs of travel and cargo according to federal and state regulations. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines to perform the functions of the job. Must have a Commercial Driver's License (CDL) to operate a truck. Must have a satisfactory driving record. May act as a team leader.
Education/Experience: High School Diploma and a minimum of one year related experience.

55—CDL Truck Driver I

Functional Responsibility:

Operates a truck that transports client cargo to and from specified destinations. Truck size measures over four tons and usually has ten wheels. Prepares, receives and provides appropriate documentation for the delivery or pick up of goods to ensure timely service. Loads, secures and unloads cargo. Maintains radio or telephone contact with dispatcher to receive

delivery or pick up instructions or to receive notice of changes in scheduled delivery or pick up. Maintains logs of travel and cargo according to federal and state regulations. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines to perform the functions of the job. Must have a Commercial Driver's License (CDL) to operate a truck. Must have a satisfactory driving record.
Education/Experience: High School Diploma.

56—Truck Driver III

Functional Responsibility:

Operates a truck that transports client cargo to and from specified destinations. Prepares, receives and provides appropriate documentation for the delivery or pick up of goods to ensure timely service. Loads, secures and unloads cargo. Maintains radio or telephone contact with dispatcher to receive delivery or pick up instructions or to receive notice of changes in scheduled delivery or pick up. Maintains logs of travel and cargo according to federal and state regulations. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines to perform the functions of the job. Must have a satisfactory driving record. May act as a team leader.

Education/Experience: High School Diploma and a minimum of two years related experience.

57—Truck Driver II

Functional Responsibility:

Operates a truck that transports client cargo to and from specified destinations. Prepares, receives and provides appropriate documentation for the delivery or pick up of goods to ensure timely service. Loads, secures and unloads cargo. Maintains radio or telephone contact with dispatcher to receive delivery or pick up instructions or to receive notice of changes in scheduled delivery or pick up. Maintains logs of travel and cargo according to federal and state regulations. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines to perform the functions of the job. Must have a satisfactory driving record. May act as a team leader.

Education/Experience: High School Diploma and a minimum of one year related experience.

58—Truck Driver I

Functional Responsibility:

Operates a truck that transports client cargo to and from specified destinations. Prepares, receives and provides appropriate documentation for the delivery or pick up of goods to ensure timely service. Loads, secures and unloads cargo. Maintains radio or telephone contact with dispatcher to receive delivery or pick up instructions or to receive notice of changes in scheduled delivery or pick up. Maintains logs of travel and cargo according to federal and state regulations. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines to perform the functions of the job. Must have a satisfactory driving record.

Education/Experience: High School Diploma.

59—Van Driver

Functional Responsibility:

Operates company vans or small buses. Loads and unloads client materials, goods, equipment, and passengers between various destinations as assigned. Prepares, receives and provides appropriate documentation for the delivery or pick up of goods or passengers to ensure timely and accurate transportation. May be responsible for vehicle maintenance and

presentation. Relies on instructions and pre-established guidelines and procedures to perform the functions of the job.

Must have satisfactory driving record.

Education/Experience: High School Diploma.

60—Forklift Operator III

Functional Responsibility:

Operates a manually controlled gasoline, electric, or liquid propane-powered forklift to transport client goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment. Monitors the performance of other

operators and assists with the training of new workers. Must have successfully completed forklift training.

Education/Experience: High School Diploma and a minimum of one year related experience.

61—Forklift Operator II

Functional Responsibility:

Operates a manually controlled gasoline, electric, or liquid propane-powered forklift to transport client goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment. May assist with monitoring and/or

training new forklift operators. Must have successfully completed forklift training.

Education/Experience: High School Diploma and a minimum of six months related experience.

62—Forklift Operator I

Functional Responsibility:

Operates a manually controlled gasoline, electric, or liquid propane-powered forklift to transport client goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment. Must have successfully completed

forklift training.

Education/Experience: High School Diploma.

63—Courier III

Functional Responsibility:

Drives automobile or light truck to deliver client mail, documents, and packages to various business concerns or governmental agencies. May transport clients and visitors, perform miscellaneous errands, such as carrying mail to and

from the post office, and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and

keep a log of items received and delivered. May deliver items to offices and departments within an establishment.

May

function as a team lead for less experienced couriers. Must have a satisfactory driving record.

Education/Experience: High School Diploma and a minimum of one year related experience.

64—Courier II

Functional Responsibility:

Drives automobile or light truck to deliver client mail, documents, and packages to various business concerns or governmental agencies. May transport clients and visitors, perform miscellaneous errands, such as carrying mail to and

from the post office, and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and

keep a log of items received and delivered. May deliver items to offices and departments within an establishment.

Must

have a satisfactory driving record.

Education/Experience: High School Diploma and a minimum of six months related experience.

65—Courier I

Functional Responsibility:

Drives automobile or light truck to deliver mail, documents, and packages to various business concerns or governmental agencies. May transport clients and visitors, and perform miscellaneous errands, such as carrying client mail to and from the post office, and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and keep a log of items received and delivered. May deliver items to offices and departments within an establishment. Receives general direction in the execution of duties. Must have a "satisfactory" driving record.

Education/Experience: High School Diploma.

66—Parking Attendant III

Functional Responsibility:

Drives an automobile or light truck to a designated parking area. Directs traffic and ensures that appropriate security procedures are followed on a daily basis. Processes daily sales of permits and parking violations. May lead less experienced parking attendants. Must have a satisfactory driving record.

Education/Experience: High School Diploma and a minimum of one year related experience.

67—Parking Attendant II

Functional Responsibility:

Drives an automobile or light truck to a designated parking area. Directs traffic and ensures that appropriate security procedures are followed on a daily basis. Assists in processing daily sales of permits and parking violations. May lead

less experienced parking attendants. Must have a satisfactory driving record.

Education/Experience: High School Diploma and a minimum of six months related experience.

68—Parking Attendant I

Functional Responsibility:

Under general direction, drives an automobile or light truck to a designated parking area. Directs traffic and follows the appropriate security procedures. Assists in processing daily sales of permits and parking violations. Must have a satisfactory driving record.

Education/Experience: High School Diploma.

69—Operations Manager III

Functional Responsibility:

Manages and directs the daily activities of multiple operations functions. Makes recommendations to improve the productivity, quality, and efficient delivery of products and services. Develops and implements policies and procedures.

Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others.

Education/Experience: B.S./B.A. and a minimum of four years related experience.

70—Operations Manager II

Functional Responsibility:

Manages the daily activities of an operations unit. Responsible for planning and directing budgets, goals, and business

objectives. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks.

May lead and direct the work of others.

Education/Experience: B.S./B.A. and a minimum of three years related experience.

71—Operations Manager I

Functional Responsibility:

Manages the daily activities of an operations unit. Responsible for planning and directing budgets, goals, and business objectives. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. Typically reports to a senior manager.
Education/Experience: B.S./B.A.

72—Operations Supervisor III

Functional Responsibility:

Supervises the daily activities of an operations unit. Determines workflow and scheduling. Implements operational policies and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to the Operations Manager.

Education/Experience: High School Diploma and a minimum of four years related experience.

73—Operations Supervisor II

Functional Responsibility:

Supports the activities of the operations department. Oversees the daily department production activity and facilitates departmental workflow. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks.

May lead and/or train employees. Works under general supervision; typically reports to a supervisor or manager.

Education/Experience: High School Diploma and a minimum of three years related experience.

74—Operations Supervisor I

Functional Responsibility:

Supports the activities of the operations department. Oversees the daily department production activity and facilitates departmental workflow. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks.

May lead and/or train employees. Works under general supervision; typically reports to a supervisor or manager.

Education/Experience: High School Diploma and a minimum of two years related experience.

75—Warehouse Manager III

Functional Responsibility:

Manages all client warehouse activities. Manages the warehouse to ensure the receipt, coordination, and safety of all client goods coming through a warehouse. Ensures that orders arrive and are dispatched on time to the appropriate destinations and in the expected quantities. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Leads and directs the work of others. A wide degree of creativity and latitude is required.

Education/Experience: High School Diploma and a minimum of six years related experience.

76—Warehouse Manager II

Functional Responsibility:

Manages all client warehouse activities. Manages the warehouse to ensure the receipt, coordination, and safety of all client goods coming through a warehouse. Ensures that orders arrive and are dispatched on time to the appropriate destinations and in the expected quantities. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others.

Education/Experience: High School Diploma and a minimum of five years related experience.

77—Warehouse Manager I

Functional Responsibility:

Manages all client warehouse activities. Manages the warehouse to ensure the receipt, coordination, and safety of all

client goods coming through a warehouse. Ensures that orders arrive and are dispatched on time to the appropriate destinations and in the expected quantities. Familiar with a variety of the field's concepts, practices, and procedures. Leads and directs the work of others.

Education/Experience: High School Diploma and a minimum of four years related experience.

78—Warehouse Specialist III

Functional Responsibility:

Performs and directs a variety of warehousing duties which require an understanding of the establishment's storage and

operational plan. Verifies materials (or merchandise) against receiving documents, noting and reporting discrepancies and

obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment.

Operates

hand and/or power trucks in performing warehousing duties. May lead less experienced warehouse specialists.

Education/Experience: High School Diploma and a minimum of three years related experience.

79—Warehouse Specialist II

Functional Responsibility:

Performs and directs a variety of warehousing duties which require an understanding of the establishment's storage and

operational plan. Verifies materials (or merchandise) against receiving documents, noting and reporting discrepancies and

obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment.

Operates

hand and/or power trucks in performing warehousing duties. May lead less experienced warehouse specialists.

Education/Experience: High School Diploma and a minimum of two years related experience.

80—Warehouse Specialist I

Functional Responsibility:

Performs a variety of warehousing duties which require an understanding of the establishment's storage plan. Under general direction, verifies materials (or merchandise) against receiving documents, noting and reporting discrepancies and

obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment.

May

operate hand or power trucks in performing warehousing duties.

Education/Experience: High School Diploma.

81—Shipping & Receiving Clerk III

Functional Responsibility:

Performs clerical and physical tasks in connection with shipping client goods and receiving incoming shipments.

Follows

established guidelines to complete day-to-day routine tasks. Capable of handling unusual or non-routine problems.

May

direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received. May lead

the training of other shipping and receiving clerks.

Education/Experience: High School Diploma and a minimum of one year related experience.

82—Shipping & Receiving Clerk II

Functional Responsibility:

Performs clerical and physical tasks in connection with shipping client goods and receiving incoming shipments. Follows established guidelines to complete day-to-day routine tasks. Capable of handling unusual or non-routine problems. May direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received.

Education/Experience: High School Diploma and a minimum of six months related experience.

83—Shipping & Receiving Clerk I**Functional Responsibility:**

Under general direction, performs clerical and physical tasks in connection with shipping client goods and receiving incoming shipments. Follows established guidelines to complete day-to-day routine tasks. Capable of handling unusual or non-routine problems.

Education/Experience: High School Diploma.

84—Shipping Clerk III**Functional Responsibility:**

Verifies that client orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents. Ensures that shipments are properly packaged. Identifies with shipping information, and prepares and keeps records of goods shipped, manifests, and bills of lading. May direct and coordinate the activities of less experienced shipping clerks. May lead training of other shipping clerks.

Education/Experience: High School Diploma and a minimum of one year related experience.

85—Shipping Clerk II**Functional Responsibility:**

Verifies that client orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents. Ensures that shipments are properly packaged. Identifies with shipping information, and prepares and keeps records of goods shipped, manifests, and bills of lading. May direct and coordinate the activities of less experienced shipping clerks.

Education/Experience: High School Diploma and a minimum of six months related experience.

86—Shipping Clerk I**Functional Responsibility:**

Under general direction, verifies that client orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents. Ensures that shipments are properly packaged. Identifies with shipping information, and prepares and keeps records of goods shipped, manifests, and bills of lading.

Education/Experience: High School Diploma.

87—Receiving Clerk III**Functional Responsibility:**

Verifies the correctness of incoming client shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records. Checks for damaged goods, ensures that goods are appropriately identified for routing to departments within the establishment, and prepares and keeps records of goods received. May

direct and coordinate the activities of less experienced receiving clerks. May lead training of other receiving clerks.

Education/Experience: High School Diploma and a minimum of one year related experience.

88—Receiving Clerk II

Functional Responsibility:

Verifies the correctness of incoming client shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records. Checks for damaged goods, ensures that goods are appropriately identified for routing to departments within the establishment, and prepares and keeps records of goods received. May direct and coordinate the activities of less experienced receiving clerks.

Education/Experience: High School Diploma and a minimum of six months related experience.

89—Receiving Clerk I**Functional Responsibility:**

Under general direction, verifies the correctness of incoming client shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records. Checks for damaged goods, ensures that goods are appropriately identified for routing to departments within the establishment, and prepares and keeps records of goods received.

Education/Experience: High School Diploma.

90—Mover/Material Handler IV**Functional Responsibility:**

Coordinates delivery sequences to client departments or locations according to job order priorities and anticipated availability of material. Performs physical tasks in transporting or storing materials or merchandise. Loads or unloads

freight cars, trucks, pallets, trays racks, shelves and storage bin, unpacking, shelving, or placing items in proper storage

locations. Transports goods by hand truck, cart, or wheelbarrow. Completes documents to verify items have been moved

to the appropriate locations. May compile report of quantity and type of material on hand. Leads, trains, and monitors less experienced movers.

Education/Experience: High School Diploma and a minimum of three years related experience.

91—Mover/Material Handler III**Functional Responsibility:**

Performs physical tasks in transporting or storing client materials or merchandise. Loads or unloads freight cars, trucks,

pallets, trays racks, shelves and storage bins, unpacking, shelving, or placing items in proper storage locations.

Transports

goods by hand truck, cart, or wheelbarrow. Completes documents to verify items have been moved to the appropriate

locations. May compile report of quantity and type of material on hand. May lead, monitor and/or train new movers.

Education/Experience: High School Diploma and a minimum of two years related experience.

92—Mover/Material Handler II**Functional Responsibility:**

Performs physical tasks to transport or store client materials or merchandise. Loads or unloads freight cars, trucks, pallets, trays racks, shelves and storage bins, unpacking, shelving, or placing items in proper storage locations.

Transports

goods by hand truck, cart, or wheelbarrow. Completes documents to verify items have been moved to the appropriate

locations. May lead, monitor and/or train new movers.

Education/Experience: High School Diploma and a minimum of one year related experience.

93—Mover/Material Handler I**Functional Responsibility:**

Under general direction, performs physical tasks to transport or store client materials or merchandise. Loads or unloads freight cars, trucks, pallets, trays racks, shelves and storage bins, unpacking, shelving, or placing items in proper storage locations. Transports goods by hand truck, cart, or wheelbarrow. Completes documents to verify items have been moved to the appropriate locations.

Education/Experience: High School Diploma.

94—Supply Distribution/Stockroom Manager III

Functional Responsibility:

Responsible for the management of employees engaged in the storage, shipment, and receipt of client equipment, materials, or supplies. Ensures that goods are packaged and protected for shipment according to specification. Supervises and trains staff at on-site location. Relies on experience and judgment to plan and accomplish goals.

Education/Experience: A.S./A.A. and a minimum of five years related experience.

95—Supply Distribution/Stockroom Manager II

Functional Responsibility:

Responsible for the management of employees engaged in the storage, shipment, and receipt of client equipment, materials, or supplies. Ensures that goods are packaged and protected for shipment according to specification. Supervises staff at on-site location. Relies on experience and judgment to plan and accomplish goals.

Education/Experience: A.S./A.A. and a minimum of three years related experience.

96-Supply/Distribution/Stockroom Manager I

Functional Responsibility:

Responsible for the management of employees engaged in the storage, shipment, and receipt of client equipment, materials, or supplies. Ensures that goods are packaged and protected for shipment according to specification. Supervises staff at on-site location.

Education/Experience: A.S./A.A.

97—Inventory Manager III

Functional Responsibility:

Responsible for the first-line direction of employees involved in the tracking and control of client equipment, materials, or supplies. Coordinates with production control, purchasing, management, and manufacturing to ensure the timely ordering and stocking of inventory levels to meet production requirements. Responsible for the employment, training, motivation, and discipline of assignment employees. Relies on experience and judgment to plan and accomplish goals.

Education/Experience: A.S./A.A. and a minimum of five years related experience.

98—Inventory Manager II

Functional Responsibility:

Responsible for the first-line direction of employees involved in the tracking and control of client equipment, materials, or supplies. Coordinates with production control, purchasing, management, and manufacturing to ensure the timely ordering and stocking of inventory levels to meet production requirements. Responsible for the employment, training, motivation, and discipline of assignment employees.

Education/Experience: A.S./A.A. and a minimum of three years related experience.

99—Inventory Manager I

Functional Responsibility:

Responsible for the first-line direction of employees involved in the tracking and control of client equipment, materials, or supplies. Coordinates with production control, purchasing, management, and manufacturing to ensure the timely ordering and stocking of inventory levels to meet production requirements.

Education/Experience: A.S./A.A. and a minimum of one year related experience.

100—Supply Clerk III

Functional Responsibility:

Receives, stores, and issues client equipment, materials, supplies, merchandise, or tools, and compiles stock records of items in stockroom, warehouse or storage yard. Counts, sorts, or weighs incoming articles to verify receipt of items on requisition or invoice. Stores articles according to style, size or type of material. Prepares periodic, special or perpetual inventory of stock. Requisitions articles to fill incoming orders. Compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments. May mark identifying codes, figures, or letters on articles. May distribute stock among production workers, keeping records of material issued. May lead and train less experienced supply clerks.

Education/Experience: High School Diploma and a minimum of two years related experience.

101—Supply Clerk I

Functional Responsibility:

Receives, stores, and issues client equipment, materials, supplies, merchandise, or tools, and compiles stock records of items in stockroom, warehouse or storage yard. Counts, sorts, or weighs incoming articles to verify receipt of items on requisition or invoice. Stores articles according to style, size or type of material. Prepares periodic, special or perpetual inventory of stock. Requisitions articles to fill incoming orders. Compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments. May mark identifying codes, figures, or letters on articles.

Education/Experience: High School Diploma.

102—Database Administrator III

Functional Responsibility:

Ensures efficient operation of a multi-computer client site that supports database administration, analysis, and report production; data dictionary administration; and system development. Controls the viewing of and access to databases, and assures the safekeeping of the databases from accidental or intentional damage or loss. Performs database administration, backups and recoveries, and works with clients to resolve complex database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to clients on equipment operations. Maintains and updates databases and data dictionaries. May provide guidance and direction to less experienced database administrators.

Education/Experience: A.S./A.A. and a minimum of four years related experience.

103—Database Administrator II

Functional Responsibility:

Supports database administration, analysis, and report production; data dictionary administration; and system development for clients. Controls the viewing of and access to databases, and assures the safekeeping of the databases from accidental or intentional damage or loss. Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to clients on equipment operations. Maintains and updates databases and data dictionaries. May provide guidance and direction to less experienced database administrators.

Education/Experience: A.S./A.A. and a minimum of three years related experience.

104—Database Administrator I**Functional Responsibility:**

Under general direction, supports database administration, analysis, and report production; data dictionary administration; and system development for clients. Controls the viewing of and access to databases, and assures the safekeeping of the databases from accidental or intentional damage or loss. Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to clients on equipment operations. Maintains and updates databases and data dictionaries.

Education/Experience: A.S./A.A.

105—Electronics/Hardware Specialist III**Functional Responsibility:**

Conducts design, installation, check-out, testing, troubleshooting, and repair of client electronic equipment. Determines feasible alternatives. Reviews computer systems in terms of capabilities and makes recommendations for improved use. Prepares or directs preparation of reports concerning hardware. Prepares or participates in preparing functional requirements and specifications for hardware acquisitions. May lead less experienced electronic hardware specialists.

Education/Experience: High School Diploma and a minimum of four years related experience.

106—Electronics/Hardware Specialist II**Functional Responsibility:**

Conducts design, installation, check-out, testing, troubleshooting, and repair of client electronic equipment. Determines feasible alternatives. Reviews computer systems in terms of capabilities and makes recommendations for improved use. Prepares reports concerning hardware. Prepares or participates in preparing functional requirements and specifications for hardware acquisitions. May lead less experienced electronic hardware specialists.

Education/Experience: High School Diploma and a minimum of two years related experience.

107—Electronics/Hardware Specialist I**Functional Responsibility:**

Under general direction, conducts design, installation, check-out, testing, troubleshooting, and repair of client electronic equipment. Determines feasible alternatives. Reviews computer systems in terms of capabilities and makes

recommendations for improved use. Prepares reports concerning hardware. Participates in preparing functional requirements and specifications for hardware acquisitions.

Education/Experience: High School Diploma.

108—Mechanical Specialist III

Functional Responsibility:

Installs, alters, aligns, repairs checks out client support systems and equipment in accordance with applicable technical

specifications. Determines feasible alternatives. Prepares or directs the preparation of reports concerning mechanical systems. May lead less experienced mechanical specialists.

Education/Experience: High School Diploma and a minimum of two years related experience.

109—Mechanical Specialist I

Functional Responsibility:

Installs, alters, aligns, repairs and checks out client support systems and equipment in accordance with applicable technical specifications. Determines feasible alternatives. Prepares reports concerning mechanical systems.

Education/Experience: High School Diploma.

110—Systems Analyst IV

Functional Responsibility:

Analyzes and develops complex computer software for clients. Capabilities may include engineering, and business and

records management skills. Develops plans for automated data processing systems. Analyzes problems and information

for processing. Defines the problems and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Coordinates with programmers to ensure proper implementation of program and system specifications. Develops system alternative solutions in conjunction with functional users. May provide direction to less experienced analysts.

Education/Experience: A.S./A.A. and a minimum of four years related experience.

111—Systems Analyst III

Functional Responsibility:

Analyzes and develops computer software for clients. Capabilities may include engineering, and business and records

management skills. Develops plans for automated data processing systems. Analyzes problems and information for processing. Defines the problems and develops system requirements and program specifications from which programmers

prepare detailed flow charts, programs, and tests. Coordinates with programmers to ensure proper implementation of program and system specifications. Develops system alternative solutions in conjunction with functional users. May provide direction to less experienced analysts.

Education/Experience: A.S./A.A. and a minimum of three years related experience.

112—Systems Analyst II

Functional Responsibility:

Analyzes and develops computer software for clients. Capabilities may include engineering, and business and records

management skills. Develops plans for automated data processing systems. Analyzes problems and information for processing. Defines the problems and develops system requirements and program specifications from which programmers

prepare detailed flow charts, programs, and tests. Coordinates with programmers to ensure proper implementation of program and system specifications.. May provide direction to less experienced analysts.

Education/Experience: A.S./A.A. and a minimum of two years related experience.

113—Systems Analyst I

Functional Responsibility:

Under general direction, analyzes and develops computer software for clients. Capabilities may include engineering, and business and records management skills. Develops plans for automated data processing systems. Analyzes problems and information for processing. Defines the problems and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Coordinates with programmers to ensure proper implementation of program and system specifications.
Education/Experience: A.S./A.A.

114—Programmer Analyst IV

Functional Responsibility:

Analyzes systems specifications and designs for clients. Develops, modifies, and installs highly complex and customized software. Analyzes functional business applications and design specifications for functional activities. Develops detailed analyses of defined system specifications, and prepares a wide variety of computer programs, associated documentation, block diagrams, and logic flow charts. Takes system design specifications and customizes software to meet application requirements. Tests, debugs, and refines computer software. Prepares required documentation and enhances software to reduce operating time and improve efficiency. Modifies existing software, in addition to creating special-purpose software to ensure efficiency and integrity between systems and applications. May include programming experience with multiple database systems, such as COBOL, Sybase, Oracle, and Informix. Knowledge of document management and workflow systems. May provide supervision and direction to staff.

Education/Experience: A.S./A.A. and a minimum of four years related experience.

115—Programmer Analyst III

Functional Responsibility:

Analyzes systems specifications and designs for clients. Develops, modifies, and installs complex and customized software. Analyzes functional business applications and design specifications for functional activities. Develops detailed analyses of defined system specifications, and prepares a wide variety of computer programs, associated documentation, block diagrams, and logic flow charts. Takes system design specifications and customizes software to meet application requirements. Tests, debugs, and refines computer software. Prepares required documentation and enhances software to reduce operating time and improve efficiency. Modifies existing software, in addition to creating special-purpose software to ensure efficiency and integrity between systems and applications. May include programming experience with multiple database systems such as COBOL, Sybase, Oracle, and Informix. Knowledge of document management and workflow systems. May provide supervision and direction to staff.

Education/Experience: A.S./A.A. and a minimum of three years related experience.

116—Programmer Analyst II

Functional Responsibility:

Analyzes systems specifications and designs for clients. Develops, modifies, and installs software. Conducts analyses of defined system specifications, and prepares a wide variety of computer programs, associated documentation, block

diagrams, and logic flow charts. Takes system design specifications and customizes software to meet application requirements. Enhances software to reduce operating time and improve efficiency. Modifies existing software and creates special-purpose software to ensure efficiency and integrity between systems and applications. Tests, debugs, and refines software to produce the required product. Knowledge of document management, workflow systems, and programming. May provide task direction to less experienced programmers.

Education/Experience: A.S./A.A. and a minimum of two years related experience.

117—Programmer Analyst I

Functional Responsibility:

Assists more experienced programmers in coding and maintaining applications and/or operating systems software for clients. Provides analysis of information requirements and aids in the evaluation of problems with workflow, organization and planning, and helps develop appropriate corrective action. Tests, debugs, and refines software to produce the required product. Knowledge of document management, workflow systems, and programming experience. Assignments are generally limited in scope and reviewed by more experienced programmers.

Education/Experience: A.S./A.A.

118—Customer Support Technician III

Functional Responsibility:

Provides on-site and telephone support to clients in desktop and electronic mail applications. Installation of software and web applications. Diagnoses and corrects operating systems problems and repairing equipment. Documents problems and corrective procedures. May lead less experienced customer support technicians.

Education/Experience: High School Diploma and a minimum of one year related experience.

119—Customer Support Technician I

Functional Responsibility:

Under supervision, provides on-site and telephone support to clients in desktop and electronic mail applications. Installation of software and web applications. Assists in diagnosing and correcting operating systems problems and repairing equipment. Documents problems and corrective procedures.

Education/Experience: High School Diploma.

120—Technical Writer/Editor III

Functional Responsibility:

Researches, writes, and edits materials for related complex reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and hardware/software documentation for clients. Obtains technical data from independent sources, reviews with staff, and studies of published materials and existing documentation. Interfaces with users, specialists, analysts, and programmers to obtain background information of technologies, methods, and standards.

Revises text and recommends changes in scope, format, and content to ensure conformance with established standards.

Copy edits, standardizes, and makes changes to materials prepared by other writers. Performs final quality assurance checks on all materials. Performs a variety of tasks. May lead and direct the work of others.

Education/Experience: B.S./B.A. and a minimum of four years related experience.

121—Technical Writer/Editor II

Functional Responsibility:

Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and hardware/software documentation for clients. Obtains technical data from independent sources, reviews with staff, and studies of published materials and existing documentation. Interfaces with users, specialists, analysts, and programmers to obtain background information of technologies, methods, and standards. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. Copy edits, standardizes, and makes changes to materials prepared by other writers. Performs final quality assurance checks on all materials. May lead and direct the work of others.
Education/Experience: B.S./B.A. and a minimum of two years related experience.

122—Technical Writer/Editor I

Functional Responsibility:

Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and hardware/software documentation for clients. Obtains technical data from independent sources, reviews with staff, and studies of published materials and existing documentation. Interfaces with users, specialists, analysts, and programmers to obtain background information of technologies, methods, and standards. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. Copy edits, standardizes, and makes changes to materials prepared by other writers. Performs final quality assurance checks on all materials.

Education/Experience: B.S./B.A.

123—Web Master III

Functional Responsibility:

Develops applications, interfaces, and database front-ends with visual development and design tools for use in client's Internet/Extranet sites and applications. May provide human factors engineering and usability testing and support, and database design and modeling. Works with HTML, Java, Jscript, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, Active X, Plug-Ins, Visual Basic, Visual C++, GIF JPEG, MPEG, video/audio streaming, and more. Provides website development, design, support, and maintenance. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May function as team leader for less experienced developers.

Education/Experience: A.S./A.A. and a minimum of two years related experience.

124—Web Master II

Functional Responsibility:

Develops applications, interfaces, and database front-ends with visual development and design tools for use in client's Internet/Extranet sites and applications. May provide human factors engineering and usability testing and support, database design and modeling. Works with HTML, Java, Jscript, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, Active X, Plug-Ins, Visual Basic, Visual C++, GIF JPEG, MPEG, video/audio streaming, and more. Provides website development, design, support, and maintenance. May function as team leader for less experienced developers.

Education/Experience: A.S./A.A. and a minimum of one year related experience.

125—Web Master I

Functional Responsibility:

Under general direction, develops applications, interfaces, and database front-ends with visual development and design tools for use in client's Internet/Extranet sites and applications. May provide human factors engineering and usability testing and support, database design and modeling. Works with HTML, Java, Jscript, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, Active X, Plug-Ins, Visual Basic, Visual C++, GIF JPEG, MPEG, video/audio streaming, and more. Provides website development, design, support, and maintenance. May function as team leader for less experienced developers.

Education/Experience: A.S./A.A.

126—Graphics Specialist III**Functional Responsibility:**

Supervises and supports the development of all contract deliverables and reports by developing and updating graphics presentations to improve quality and enhance usability of support documents. Responsible for integrating the graphics (generated with automated tools) with other support documents. Ensures that graphic projects are completed on time, within budget and to the client's satisfaction. May train other graphics specialists.

Education/Experience: High School Diploma and a minimum of two years related experience.

127—Graphics Specialist II**Functional Responsibility:**

Supervises and supports the development of all contract deliverables and reports by developing and updating graphics presentations to improve quality and enhance usability of support documents. Responsible for integrating the graphics (generated with automated tools) with other support documents. Ensures that graphic projects are completed on time, within budget and to the client's satisfaction.

Education/Experience: High School Diploma and a minimum of one year related experience.

128—Graphics Specialist I**Functional Responsibility:**

Supports the development of all contract deliverables and reports by developing and updating graphics presentations to improve quality and enhance usability of support documents. Responsible for integrating the graphics (generated with automated tools) with other support documents. Ensures that graphic projects are completed on time, within budget and to the client's satisfaction.

Education/Experience: High School Diploma.

129—Administrative Assistant I**Functional Responsibility:**

Conducts a variety of clerical and administrative activities for clients. Prepares draft and final form documents. Responsible for spelling, grammar, formatting, and proofreading finished documents. Demonstrated ability in using a variety of office suite applications.

Education/Experience: High School Diploma.

130—General Clerk IV

Functional Responsibility:

Performs a variety of administrative duties and clerical activities, as well as maintaining a wide variety of records and files for clients. Verifies statistical reports for accuracy and completeness. Handles and adjusts complaints. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and or train less experience clerks or administrative personnel.

Education/Experience: High School Diploma and a minimum of two years related experience.

131—General Clerk III

Functional Responsibility:

Performs a variety of administrative duties and clerical activities, as well as maintaining a wide variety of records and files for clients. Verifies statistical reports for accuracy and completeness. Handles and adjusts complaints. Performs a variety of tasks. May lead and or train less experience clerks or administrative personnel.

Education/Experience: High School Diploma and a minimum of one year related experience.

132—General Clerk II

Functional Responsibility:

Performs a variety of administrative duties and clerical activities, as well as maintaining a wide variety of records and files for clients. Verifies statistical reports for accuracy and completeness. Handles and adjusts complaints. May lead and or train less experience clerks or administrative personnel.

Education/Experience: High School Diploma and a minimum of six months related experience.

133—General Clerk I

Functional Responsibility:

Performs a variety of administrative duties and clerical activities, as well as maintaining a wide variety of records and files for clients. Verifies statistical reports for accuracy and completeness. Handles and adjusts complaints.

Education/Experience: High School Diploma.

134—Data Entry Clerk IV

Functional Responsibility:

Coordinates the workflow of client data into various information systems and may supervise the daily activities of lower level data entry clerks.. Keys, verifies, and corrects all data entered. Processes all documents received for data entry on a first in first out (FIFO) basis. Provides an immediate verbal report of any data error messages to an appropriate manager.

Files all source documents accurately after data processing. Performs related clerical duties. May be responsible for directing and allocating work to personnel, as well as monitoring and evaluating their work. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals.

Education/Experience: High School Diploma and a minimum of two years related experience.

135—Data Entry Clerk III

Functional Responsibility:

Coordinates the workflow of client data into various information systems. Keys, verifies, and corrects all data entered.

Processes all documents received for data entry on a first in first out (FIFO) basis. Provides an immediate verbal report of any data error messages to an appropriate supervisor. Files all source documents accurately after data processing. Performs related clerical duties. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May direct and lead the work of others. A wide degree of creativity and latitude is expected.
Education/Experience: High School Diploma and a minimum of one year related experience.

136—Data Entry Clerk II

Functional Responsibility:

Under general supervision, coordinates the workflow of client data into various information systems. Keys, verifies, and corrects all data entered. Processes all documents received for data entry on a first in first out (FIFO) basis. Provides an immediate verbal report of any data error messages to an appropriate supervisor. Files all source documents accurately after data processing. Performs related clerical duties.

Education/Experience: High School Diploma and a minimum of six months related experience.

137—Data Entry Clerk I

Functional Responsibility:

Under immediate supervision, coordinates the workflow of client data into various information systems. Keys, verifies, and corrects all data entered. Processes all documents received for data entry on a first in first out (FIFO) basis. Provides an immediate verbal report of any data error messages to an appropriate supervisor. Files all source documents accurately after data processing. Performs related clerical duties.

Education/Experience: High School Diploma.

138—Lead Assemblyman

Functional Responsibility:

Performs physical work involved in the accurate and timely assembly of client electrical and non-electronic materials.

Installs, alters, aligns, repairs and inspects support systems and equipment in accordance with applicable technical specifications. May be required to interpret engineering specifications from text, drawings, and computer-aided drafting

systems. Capable of using a variety of tools and precision measuring instruments. May provide training to less experienced assemblyman.

Education/Experience: High School Diploma and a minimum of four years related experience.

139—Power Collator

Functional Responsibility:

Performs physical labor associated with changing batteries for client machinery. Installs, alters, aligns, repairs and inspects support systems and equipment in accordance with applicable technical specifications. May be required to use a

variety of tools and precision measuring instruments.

Education/Experience: High School Diploma.

140—Cleaning Crewman

Functional Responsibility:

Responsible for the cleaning and sanitation of buildings and grounds for clients. Follows cleaning procedures and schedules. Consistently strives to maintain a clean and attractive facility.

Education/Experience: High School Diploma.

141—Accounting Clerk IV**Functional Responsibility:**

Performs daily client accounting activities such as maintenance of general ledger and preparation of various accounting statements and financial reports. Relies on experience and judgment to plan and accomplish goals on a variety of accounting tasks. May direct and lead over other accounting personnel.

Education/Experience: High School Diploma and a minimum of two years related experience.

142—Accounting Clerk III**Functional Responsibility:**

Performs a variety of accounting duties for clients including more complex accounting transactions. Ensures that accounting files and records are being properly maintained. Performs all the duties of the lower level staff as required.

Ability to work independently and exercise some supervision over any entry level staff.

Education/Experience: High School Diploma and a minimum of one year related experience.

143—Accounting Clerk II**Functional Responsibility:**

Performs a variety of accounting tasks for clients in support of ensuring the accounting department meets established goals. Maintains accurate record keeping. Process Accounting transactions and entries. Ability to perform a volume of numerical detail work with speed and accuracy.

Education/Experience: High School Diploma and a minimum of six months related experience.

144—Accounting Clerk I**Functional Responsibility:**

Performs basic accounting and bookkeeping functions for clients. Responsibility includes verifying reports, developing and maintaining accounting files and record. Ability to use a calculator, perform basic arithmetic and perform routine computer data entry.

Education/Experience: High School Diploma.

Substitution Criteria for all Labor Categories

- Two years of experience equals one year of education.
- One year of education equals two years of experience.
- A GED is equivalent to a High School Diploma.