



**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 are available through GSA Advantage!, a menu-driven database system. The INTERNET address GSA Advantage! is: GSAAdvantage.gov.

Schedule Title: Federal Supply Schedule 874, Mission Oriented Business Integrated Services (MOBIS).

FSC Service Code: Special Item Number 874 4 (Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration). Special Item Number 874 7 (Program and Project Management).

Palmetto GBA, LLC
17 Technology Circle
Columbia, SC 29203-9591
Phone: 803-763-1176 Fax: 803-935-1411
Contract Administrator: Ron Paige
Internet Address: www.palmettogba.com

Contract Number: GS-02F-0089U

Period Covered by Contract: 05/05/2008 through 05/04/2018

General Services Administration

Federal Acquisition Service

Pricelist current through Modification #PO-0021, dated 4/14/2015

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service's Home Page via the Internet at <http://www.fss.gsa.gov/>



CUSTOMER INFORMATION

- 1a. Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices.
874-4 Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration.
874-7 Program and Project Management
- 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.
Refer to attached awarded GSA Schedule Contract pricelist.
- 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.
Refer to attached awarded GSA Schedule Contract pricelist.
2. Maximum order: **Not applicable.**
3. Minimum order: **Not applicable.**
4. Geographic coverage: **United States.**
5. Points of production:
Columbia, Richland County, SC
Columbus, Franklin County, OH
Augusta, Richmond County, GA
6. Discount from list prices or statement of net price.
Prices shown are net Government awarded discount
7. Quantity discounts:
7500 or greater hours of services. Refer to attached awarded GSA Schedule Contract pricelist.
8. Prompt Payment Terms:
0%, Net 30
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.
Government purchase cards are accepted at or below the micro-purchase threshold.



9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

Government purchase cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin).

None

11a. Time of delivery:

From date of award until time of delivery

11b. Expedited Delivery.

Not applicable.

11c. Overnight and 2-day delivery:

Not applicable.

11d. Urgent Requirements.

Not applicable.

12. F.O.B. point(s).

Not applicable.

13a. Ordering Address:

**Palmetto GBA, LLC
PO Box 100134
Columbia, SC 29202-3134**

13b. Ordering Procedures:

Services ordered under this contract follow the ordering procedures found in Federal Acquisition Regulation (FAR) 8.405-2

14. Payment Address:

**Palmetto GBA, LLC
PO Box 100134
Columbia, SC 29202-3134**

15. Warranty provision.

None

16. Export packing charges:

Not applicable

17. Terms and conditions of Government purchase card acceptance:

Palmetto GBA, LLC will accept government purchase card for all orders.



18. Terms and conditions of rental, maintenance, and repair:
Not applicable.
19. Terms and conditions of installation:
Not applicable.
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:
Not applicable.
- 20a. Terms and conditions for any other services:
Not applicable.
21. List of service and distribution points:
Not applicable.
22. List of participating dealers:
Not applicable.
23. Preventive maintenance:
Not applicable.
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):
Not applicable.
- 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. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.
Not Applicable
25. Data Universal Number System (DUNS) number:
00-681-1389
26. Notification regarding registration in Central Contractor Registration (CCR) database.
**Contractor is registered with the Central Contractor Registration Database
Cage Code: 3EYS4**



Palmetto GBA, LLC Labor Category Descriptions

Labor Category	Minimum Education / Experience / Training
Training Specialist I	4-yr degree + 1 yr training experience
Instructional Writer I	4-yr degree with course work in English, Journalism or related field + 1 yr of professional writing
eLearning Designer / Developer I	4 yr degree with course work in English, Journalism, Business, Education or related field
Training Director	10 years and a Bachelor's + 4 or Masters
Training Manager	8 years and a Bachelor's + 4 or Master's
Web Training Specialist	4-5 years and a Bachelor's
Technical Communications Specialist	4-5 years and a Bachelor's + 4 or Master's
Training Content Specialist	5 years and a High School diploma
Training Administrative Support	3-4 years and a Bachelor's + 3 or High School + 4

Palmetto GBA, LLC Labor Educational Equivalency Policy:

- Three (3) to four (4) years of work experience in a related field may be substituted for a Bachelor's degree requirement.
- Five (5) to six (6) years of work experience in a related field may be substituted for a Master's degree requirement.

Palmetto GBA, LLC Awarded GSA Labor Categories and Rates for SIN 874-4

SIN	Labor Category	Awarded GSA Rate
874 4	Training Specialist I	\$55.29
874 4	Instructional Writer I	\$51.19
874 4	e-Learning Designer/Developer I	\$62.19
874 4	Training Director	\$134.81
874 4	Training Manager	\$76.13
874 4	Web Training Specialist	\$61.21



SIN	Labor Category	Awarded GSA Rate
874 4	Technical Communications Specialist	\$61.36
874 4	Training Content Specialist	\$63.04
874 4	Training Administrative Support	\$60.10

Palmetto GBA, LLC Awarded GSA Rates w/Volume Discount for orders of 7500 hours or greater of services:

SIN	Labor Category	Awarded GSA Volume Rate
874 4	Training Specialist I	\$53.88
874 4	Instructional Writer I	\$49.86
874 4	e-Learning Designer/Developer I	\$60.57

Palmetto GBA, LLC Awarded GSA Labor Categories and Rates for SIN 874-7

Accountant IV

\$117.78

Description: Responsible for the most complex activities associated with maintaining ledger accounts and/or for developing financial statements and/or reports. Analyzes complex financial data and/or reports on the results and/or probable implications. Compiles financial information, processes journal entries into various accounts, and reconciles reports and financial data. Exercises accounting control over a group of accounts within a given specialized area. Analyzes complex financial data/or extracts and/or defines relevant information; interprets data for the purpose of determining past financial performance; records, classifies; and summarizes financial transactions in accordance with generally accepted accounting principles. Prepares journal entries and/or reconciles the general ledger accounts; analyzes financial transactions to ensure the proper recording of revenues to the general ledger. Researches expenses and/or explains cost and/or allocation variances. Prepares budget for assigned departments; ensures proper allocation of expenses. Develops financial reports for financial analysis, forecasting, trending, budgeting and/or results analysis. Uses various software applications such as spreadsheets, relational databases, statistical packages, and/or graphics packages to assemble, manipulate and/or format data; reviews the work of less experienced staff members. Prepares and/or presents training sessions in response to repetitive errors identified in the work performed by those associates. Reviews departmental policies, procedures, and/or forms used by the staff.



Education & Experience: Minimum 4 year degree in accounting or related degree with 24 semester hours in accounting and 8 years of professional accounting experience. A minimum of a Master's degree in accounting and be a current Certified Public Accountant (CPA), an additional 5 years of accounting experience will be acceptable in lieu of a Masters' degree; a minimum of 5 years' experience in Government Auditing Standards; financial analysis techniques; Generally Accepted Accounting Principles (GAAP) and other accounting principles to support corporate/business information needs.

Financial Analyst III

\$66.45

Description: Provides key financial reports/analysis to support senior management in planning, evaluation financial requirements, and meeting financial objectives. Prepares/documents complex financial analysis projects following standard practices and procedures; reviews and researches strategic corporate finance projects such as mergers and acquisitions, investment opportunities and other projects as assigned by executive staff. Performs complex analysis of data to determine cost of business activity; interprets financial transactions in order for management to make economic or business decisions and determine past financial performance. Reviews and/or prepares financial statements, builds financial models, and researches potential acquisitions for areas of the company which do not have an appointed accounting staff. Completes special projects such as financial statement analysis; audited financial review, vendor analysis, forecasting, general ledger reconciliations, preparation of ad hoc and custom reports, etc.

Education & Experience: Minimum 4 year degree in finance, financial management, economics, accounting, or related field and 7 years of professional financial analysis experience.

Business Analyst II

\$65.94

Description: Conducts business process analyses, needs assessments and preliminary cost/benefits analyses in an effort to align operations solutions with business initiatives. Prepares functional, system, and program specifications; provides management support in reviewing and participating in testing efforts.

Education & Experience: Minimum 4 year degree and 2 years of business systems analysis, research and customer support experience.

Business Analyst III

\$60.07

Description: Conducts complex business process analyses, needs assessments and preliminary cost/benefits analyses in an effort to align operations solutions with business initiatives. Prepares functional, system, and program specifications; provides assistance with complex testing efforts.

Education & Experience: Minimum 4 year degree and 4 years of business systems analysis, research and customer support experience.

Accounting Clerk I

\$32.85

Description: Performs a variety of routine clerical/accounting functions such as inventory balancing, reconciliations, generating refund request letters, processing disbursements and deposits, keying journal entries and logging items in accordance with established procedures. Prepares various financial data associated with refunds, invoices, recoupments, adjustments, cash disbursements, deposits, check voids, and reissues, disputes, correspondence, or other data in support of the finance or accounting function. Compares basic research using financial reporting



systems, files and other means to identify errors such as overpayments, keying errors or misapplication of funds; identifies possible system errors or discrepancies and communicates them to the team lead. Performs routine calculations on basic financial documents to ensure accuracy of bank deposits, receipts, disbursements, refunds or other accounting related items; identifies, prepares and distributes correspondence regarding overpayments and refunds. Performs scanning and/or assists with indexing/imaging financial documentation to maintain electronic historical records. Provides other support duties related to the accounting/finance function that may include monitoring financial systems, keying journal entries, tracking funds, balancing accounts, maintaining inventory and receiving cash funds from customers, etc.

Education & Experience: Minimum high school diploma or equivalent and 2 years of professional business experience.

Lead Auditor

\$72.86

Description: Performs compliance and procedure audits; analyzes key processes and systems. Directs the work of less senior account staff; demonstrates knowledge of Medicare rules and regulations. Demonstrates advanced knowledge of Generally Accepted Accounting Principles (GAAP).

Education & Experience: Minimum 4 year degree and additional 3 years related work experience or Master's degree.

GP Project Manager

\$83.98

Description: Responsible for management of area project planning; facilitates the definition of project missions, goals, tasks, and resource requirement, service levels and customer requirements; leads planning and implementation of projects to include coordinating development of project enhancements, data gathering, process analyses, and procedural documentation. Communicates with information systems and internal staff relative to project tasks; provides continuity among groups via attendance and participation in work sessions, scope and design walkthroughs, and weekly project plan status meetings. Functions as lead in reviewing proposed enhancements and identifying issues related to project business requirements; oversees the development of test matrices and coordination of internal and external personnel for testing of implemented changes.

Education & Experience: Minimum 4 year degree or 4 years of professional level work experience and 7 years of progressively responsible experience working in project coordination or in a project team member capacity, including 3 years leading project teams from inception through implementation phases; must possess thorough understanding of project management phases, techniques, and tools.

Government Programs Lead Claims Processor

\$45.40

Description: Verifies the accuracy and quality of 100% of the documents received; provides quality reports and feedback of errors as applicable; provides trending data for additional refresher training. Recommends process improvements based on error trending and analysis.

Education & Experience: Minimum high school diploma or equivalent; 1 year related claims processing, customer service, auditing, training, analysis or operations; and 2 years' experience performing quality audits.

**Senior Project Assistant****\$35.73**

Description: Provides a wide variety of administrative and staff support services to an organizational unit; assists in the preparation and control of records, statistics and reports; administers the most complex projects and processes specific to the operating unit served; serves as an administrative liaison with others within and outside the company regarding administrative issues. Operates a desk top computer and assorted software and is seen as the area's technical software expert.

Education & Experience: Minimum 2 year degree.

Manager, Contract Change Director**\$84.42**

Description: Develop contract change process, models and standards. Ensure compliance with appropriate laws, regulations, corporate policies, and business unit procedures. Provide contractual guidance to business team members for appropriate Statement of Work (SOW) and standard operating procedures (SOPs). Analyze law and regulations for impact on business unit goals and objectives. Function as domain expert on selected areas and issues. Assist in identification, development and implementation of new processes. Oversee development of training programs, products, and instructional materials.

Education & Experience: Minimum 4 year degree and seven years related experience, advanced degree desirable.

Customer Service Representative III**\$47.78**

Description: Provides prompt, accurate, thorough and courteous responses to all complex customer inquiries; responsible for accurate and timely response to complex telephone, written or walk in inquiries. Maintains all departmental productivity, quality and timeliness standards; initiates corrective actions, processes adjustments or performs other research to resolve inquiries. Evaluates inquiries to identify underlying causes and implement actions to prevent future issues; coordinates with other departments to resolve problems. Provides feedback to management regarding customer issues; maintains accurate records concerning issues. Follows through on complaints until resolved or report to management as needed; maintains knowledge of procedures and policies. Assists with process improvements by recommending improvements in procedures and policies; assists with the training of new employees and cross training of coworkers.

Education & Experience: Minimum high school diploma or equivalent.

Provider Relations Representative**\$60.10**

Description: Provides education and training for stakeholders as necessary. Develops and produces all training and educational materials. Develops, prepares, reviews, and updates all stakeholder education materials. These materials may include web-based training, computer based training, ACT (Ask the Contractor) calls, outreach presentations/proposals, listserv articles, news highlights, calendar of events, job aids, resource tools, and web page content. Conducts and facilitates meetings/workshops/training classes/teleconferences with stakeholders. Develops relationships with stakeholders and responds to their educational needs. Acts as liaison between division and above mentioned groups and appropriate state/federal agencies to ensure training needs are met. Responds to and resolves problems/issues identified through meetings/workshops/correspondence/etc. Performs administrative functions in support of education and training; produces/generates various reports to management and provides feedback on activities to management; contributes/participates/completes special projects as assigned.



Education & Experience: Minimum 4 year degree in communications, journalism, English, education, training, health administration or nursing and demonstrated skills related to training materials development and classroom presentations to large groups.

Senior Provider Relations Representative

\$60.42

Description: Provides education and training for stakeholders as necessary. Develops and produces all training and educational materials. Develops, prepares, reviews, and updates all stakeholder education materials. These materials may include web-based training, computer based training, ACT (Ask the Contractor) calls, outreach presentations/proposals, listserv articles, news highlights, calendar of events, job aids, resource tools, and web page content. Conducts and facilitates meetings/workshops/training classes/teleconferences with stakeholders. Develops relationships with stakeholders and responds to their educational needs. Acts as liaison between division and above mentioned groups and appropriate state/federal agencies to ensure training needs are met. Responds to and resolves problems/issues identified through meetings/workshops/correspondence/etc. Performs administrative functions in support of education and training; produces/generates various reports to management and provides feedback on activities to management; contributes/participates/completes special projects as assigned.

Education & Experience: Minimum 4 year degree in communications, journalism, English, education, training, health administration or nursing; a minimum 1 year experience as a Provider Relations Representative; and demonstrated skills related to training materials development and classroom presentations to large groups.

Specialist, GP Communications I

\$50.02

Description: Identify, communicate, and develop internal and external publications through various mediums (e.g., manual and electronic presentations, printed publications, e-mails, web pages, videos, webcasts, etc.). Create 508-compliant content and apply design principles for web-learning, traditional educational and instructional materials, and blended modules. Maintain website content.

Education & Experience: Minimum 4 year degree and communications, graphic design or publications experience.

Customer Service Coordinator

\$53.28

Description: Functions as work leader for customer service unit; assists with escalated and complex issues. Serves as an information source for both internal and external customers by answering complex customer service inquiries via telephone, email, and/or web inquiries; ensures efficient departmental operations by assisting management in planning, coordination, and/or assignment of work. Assists with the development and direction of staff to achieve and maintain optimum levels of performance.

Education & Experience: Minimum 2 year degree.



Customer Service Representative II

\$44.00

Description: Provides prompt, accurate, thorough and courteous responses to all customer inquiries; ensures effective customer relations by responding accurately, timely, and courteously to telephone, written, or walk-in inquiries. Accurately documents inquiries. Initiates or processes adjustments or performs other research as needed to resolve inquiries. Initiates or processes adjustments or performs other research as needed to resolve inquiries; coordinates with other departments to resolve problems. Responds to, researches and/or assists with priority inquiries and special projects as required by management; provides feedback to management regarding customer problems, questions and needs. Maintains accurate records on complaints and/or other customer comments, and makes recommendations for changes to management. Follows through on complaints until resolved or reports to management as needed; maintains basic knowledge of quality work instructions and company policies. Assists with process improvements through the recommendation of changes in procedures and techniques discovered during daily operations. Maintains all departmental productivity, quality, and timeliness standards; assists with the training of new employees and cross training of co-workers.

Education & Experience: Minimum high school diploma or equivalent.

Database Administrator I

\$136.01

Description: Identifies opportunities to reduce data redundancy, trends in data uses, and single sources of data. Evaluates and recommends security products, services, and/or procedures to enhance productivity and effectiveness. Plans, designs, enforces, and audits security policies and procedures that safeguard the integrity of and access to enterprise systems, files, and data elements. Provides management with risk assessments and security briefings to advise of critical issues that may affect client or corporate security objectives; makes recommendations for adaptation of new technologies or policies; conducts end-user training where applicable.

Education & Experience: Minimum high school diploma and 3 years IT experience.

Statistical Programming Analyst I

\$136.01

Description: Uses multiple software platforms to produce reports in accordance with work requests, internal initiatives, and requests from customers. Codes, maintains, and executes simple to complex database programs for the extraction and presentation of data for standard and ad hoc reporting. Develops supporting material and guidelines on report design and resulting data; evaluates data integrity to assure compliance with customer requirements and makes recommendations for corrective and preventive actions. Provides input on database design; assists with development of statistical analysis, including standard reporting, ad hoc reporting, and data mining tools. Assists with the preparation of charts, illustrations, other graphics and narrative reports to identify and explain patterns and trends; identifies opportunities for improvement that can be addressed via educational initiatives. Assists with performing quality checks on new and existing relational database changes; creates support documentation.

Education & Experience: Minimum 4 year degree in statistics, mathematics, computer science or related field and academic experience with statistical practices.



Statistical Programming Analyst II

\$136.01

Description: Designs, codes, maintain and executes simple to complex database programs for the extraction and presentation of data for standard and ad hoc reporting. Utilizes statistical programming tools to identify patterns and trends in data; assists in sampling design, sample selection, and relevant projections. Performs statistical validations of sampling and related projections; assists with the preparation of charts, illustrations, other graphics and narrative reports to explain findings; assists with development of complex statistical analyses, including standard reporting, ad hoc reporting, and data mining tools. Assists with sophisticated data interpretation, compilation and verification to guide departmental efforts; provides assistance in development of project plans and system life cycle maintenance, development of change requests and test plans impacting existing databases, and in the research of new sources for data. Verifies data in existing databases and assist in the collection of data and management of existing databases; creates supporting documentation outlining procedures within scope of responsibility.

Education & Experience: Minimum 4 year degree in statistics, mathematics, computer science or related field; 2 years of professional experience with statistical practices; and 2 years SAS programming experience.

Statistical Programming Analyst III

\$136.01

Description: Develops, maintains, and executes complex database programs for the extraction and presentation of data for standard and ad hoc reporting. Creates supporting documentation outlining all procedures within scope of responsibility; develops complex sampling design and/or execution methodology for sample selection. Develops difficult statistical analyses using standard reporting, ad hoc reporting, and data mining tools; provides sophisticated data interpretation, compilation and verification to guide departmental efforts. Prepares charts, illustrations, and other graphics and narrative reports to identify and explain patterns and trends. Participates in writing of articles suitable for internal/external publication to support departmental efforts; provides assistance in development of project plans and system life cycle maintenance, performing quality checks on relational database tables, and in the development of focused end-user applications. With leadership responsibilities as assigned by management, participates in development of change requests and testing plans for changes to existing relational database tables. Researches new sources of data and provides written and/or verbal feedback to management.

Education & Experience: Minimum 4 year degree in statistics, mathematics, computer science or related field; 2 years of professional experience with statistical practices; and strong SAS programming skills.

Statistical Programming Analyst IV

\$136.01

Description: Leads staff responsible for the design, coding, maintenance and execution of database programs for the extraction, analysis, and presentation of data for standard and ad hoc reporting. Oversees creation of support documentation outlining procedures for specific projects; leads the development of sampling design and/or execution of methodology for sample selection. Initiates, designs, codes and executes complex statistical analysis programming and sophisticated statistical interpretation, compilation and verifications to guide departmental efforts. Identifies patterns and trends and prepares charts, illustrations, other graphics, and narrative reports to explain data findings. Responsible for writing and reviewing articles for internal/external publication to support department efforts for various projects as assigned by management; develops project plans and system life cycle maintenance; performs quality checks on new and



existing relational database tables. With leadership responsibilities as assigned by management, participates in development of change requests and testing plans for changes to relational database tables. Researches new sources of data and provide written and/or verbal feedback to management. Represents management in discussions; develops focused end-user applications.
Education & Experience: Minimum 4 year degree in statistics, mathematics, computer science or related field; 6 years of professional experience with statistical practices; and strong SAS programming skills.

Information Technology Support Coordinator I **\$136.01**
Description: Retrieves, prepares, and manipulates data from the mainframe and applicable databases or systems to provide statistical reports for the department; verifies accuracy of data on reports.
Education & Experience: Minimum 2 year degree; 1 year database, mainframe, spreadsheet experience including Easytrieve, DB2, SQL, or similar programs; and 2 years database, mainframe, or spreadsheet experience.

Database Programmer II **\$136.01**
Description: Responsible for standards and design of logical and physical data storage, maintenance, access, and security administration. Performs backup and recovery on database management systems; defines data repository requirements, data dictionaries, and warehousing requirements. Designs, develops, and certifies database schema design to meet system requirements; develops overall data architecture that supports the information needs of the business in a flexible but secure environment; conducts end-user training where applicable.
Education & Experience: Minimum 4 year degree and 3-5 years experience including 2 years analysis and 1 year programming.

Document Prep Coordinator **\$39.07**
Description: Directs and coordinates the sorting, counting, batching and scanning of all documents. Provides coverage and support for other staff members during departmental projects and/or periods of understaffing; provides training and guidance to entry-level support staff; maintains departmental logs, spreadsheets and databases; prepares basic reports/statistics for management on work received for production and workload assessment. Prepares correspondence or packages for internal/external mailing. Tracks correspondence and/or packages and follows up as needed. Orders supplies and maintains departmental supply inventory.
Education & Experience: Minimum high school diploma or equivalent and 5 years clerical or office support experience.

Records Clerk **\$39.07**
Description: Verifies the accuracy and quality of data entered into the indexing system. Makes necessary corrections to ensure electronic data accurately reflects the original data. Prepares necessary reports on productivity and participate in special projects as assigned.
Education & Experience: Minimum high school diploma or equivalent.

**Document Preparation Clerk****\$39.07**

Description: Handles receipt preparation of documents in a timely manner. Prepares documents for imaging; ensuring documents are sorted into individualized standard pages; inserts separator sheets between documents; ensures pages are ready for imaging; stamps/writes Julian date on folder and other instructions to notify scanner operator of special handling; prepares coversheets and places documents in folder; scans documents that have been prepared; handles departmental requests for documents (i.e. retrieving document folders). Prepares departmental records logs and handles document preparation for outgoing mail.

Education & Experience: Minimum high school diploma or equivalent.

Senior Quality Analyst**\$56.07**

Description: Performs quality control audits to evaluate accuracy and effectiveness of departmental operations functions including, but not limited to, claims, membership, customer service/call center, workflow, processing support systems, procedures, documentation, etc. Identifies problems, analyzes cause and effect, and makes recommendations for improvements. Conducts focused quality audits across various operations to ensure quality standards, procedures and methodologies are being followed. Documents findings of analysis and prepares recommendations for implementation of new systems, procedures, or organizational changes to reduce errors. Identifies areas of weakness and communicates recommendations on changes and improvements to training materials. Provides feedback to management on errors detected, ensures errors are resolved, and provides long-range solutions to causes. Develops and implements a quality control and improvement program based on targets identified through the quality reviews. Monitors and evaluates the implementation of corrective action plans. Compiles data, provides feedback, and generates reports for operations and/or training areas on quality performance, trains new employees and remains current with all guideline changes, work instructions, etc.

Education & Experience: Minimum high school diploma or equivalent and 1 year of related claims processing, customer service, auditing, training, analysis or operations experience and 2 years of experience performing quality audits.

Analyst, Lead Business**\$75.40**

Description: Oversees less experienced Business Analysts or support staff in conducting business process analyses, needs assessments and cost/benefits analyses. Ensures efforts to align operations solutions with business initiatives are successful. Provides project leadership for high-level divisional or departmental projects and handles or supervises available resources. Provides assistance with complex testing efforts and may provide security administration to application supported by area when the appropriate written and approved request is received.

Education & Experience: 4 year degree Computer Science, Business Administration or related field OR 4 years of related professional business experience.

Analyst, System Application Developer II**\$102.34**

Description: Designs and develops IT systems. Develops design and functional specifications. Produces deliverables related to the assigned project. Assists in post-implementation support and system enhancements.

Education and Experience: High school diploma. Broad understanding of organizational functions, behaviors, and interrelationships. Thorough understanding of database concepts and



facilities. 4-6 years of application development experience. Knowledge of required programming languages and tools as defined by the manager

Training Specialist I

\$49.59

Description: Facilitates technical and non-technical classes, administer tests, and supervise trainees; assists in designing, developing, revising and updating training courses, curricula, and materials to enhance training effectiveness. Gathers data from quality audits and team development surveys; tracks and monitors team interactions and provide feedback to trainees. Conducts on-the-job training when required; performs administrative duties including maintenance of training database, produce reports, grade tests, etc. Collects survey information. Attends internal and external training classes, workshops, seminars, etc.; assists in the assessment of training needs.

Education & Experience: Minimum 4 year degree and 1 year training, insurance, or related work experience.

IT Support Analyst I

\$97.78

Description: Defines customer needs in technical and business contexts and project management of systems development projects. Ensures the proposed technical and business solutions meet the customer's objectives for the work effort. Provides guidance with planning and prioritization of business analysis; responsible for eliciting and documenting user requirements to meet business objectives. Additional responsibilities include testing & quality assurance, web communications oversight, and technical writing.

Education & Experience: Minimum 4 year degree and 6 years IT experience, preferably with web systems development; advanced degree desirable.

Analyst, Web Developer I

\$97.78

Description: Develops design and technical specifications; design and develop browser-based systems; provides post-implementation support, including creation of system enhancements; ensures team members understand the business requirements that drive the analysis and design of quality technical solutions.

Education & Experience: High school diploma or equivalent; one – three years of applications development experience including two years of browser-based development. Broad understanding of organizational functions, behavior, and inter-relationships; good understanding of development and integration methodologies; able to acquire a thorough understanding of database concepts and facilities; able to acquire a complete understanding of the systems life cycle as defined in the ISS manual; knowledge of required programming languages and tools.

Analyst, Web Developer II

\$97.78

Description: Systems Programmer for web based solutions; experience in JAVA, JSP, Web Design, or related technologies. Oracle and MS SQL experience for integration of multiple web systems and databases. Development of solutions through utilizing Hibernate ORM, Spring Framework, MVC2, Agile, Crystal Reports and other development standards; responsible for the programming and maintenance of Internet and intranet web systems.

Education & Experience: Minimum high school diploma and 6 years of applications development experience that includes 3 years of browser-based development.



Senior IT Support Analyst I

\$97.78

Description: Defines customer needs in technical and business contexts and project management of systems development projects. Ensures the proposed technical and business solutions meet the customer's objectives for the work effort. Provides guidance with planning and prioritization of business analysis; responsible for eliciting and documenting user requirements to meet business objectives. Additional responsibilities include testing & quality assurance, web communications oversight, and technical writing.

Education & Experience: Minimum 4 year degree and 6 years IT experience, preferably with web systems development; advanced degree desirable.

Senior IT Support Analyst II

\$97.78

Description: Defines customer needs in technical and business contexts and project management of systems development projects. Ensures the proposed technical and business solutions meet the customer's objectives for the work effort. Provides guidance with planning and prioritization of business analysis; responsible for eliciting and documenting user requirements to meet business objectives. Additional responsibilities include testing & quality assurance, web communications oversight, and technical writing. Additional responsibilities include quality management tasks, systems security knowledge, software testing, and research & analysis.

Education & Experience: Minimum 4 year degree and 8 years IT experience, preferably with web systems development; advanced degree desirable; PMP certification preferred.

Analyst, Senior Web Developer I

\$97.78

Description: Senior Systems Programmer and Systems Architect for web based solutions; experience in JAVA, JSP, Web Design, or related technologies. Oracle and MS SQL database administration experience for integration of multiple web systems and databases. Development of solutions through utilizing Hibernate ORM, Spring Framework, MVC2, Agile, Crystal Reports and other development standards; responsible for the programming and maintenance of Internet and intranet web systems.

Education & Experience: Minimum high school diploma and 7 years of applications development experience that includes 5 years of browser-based development.

Senior Analyst, Web System Support II

\$97.78

Provides support for user and system problems; provide design recommendations based on long-term IT organization strategy. Develops customer integration solutions; acts as an internal consultant, advocate, mentor, and change agent. Develops and maintains the build environment, the source code control system, and the issue tracking systems; provides expertise regarding the integration of applications across the business.

Education & Experience: High school diploma or equivalent; seven years IT experience, including systems analysis, design and programming experience. Successful completion of the corporate entry level training program may substitute for one year experience. Thorough technical knowledge of the capabilities of web and CRM hardware/software resources; demonstrates flexibility for adapting to both changing business and client needs; demonstrates flexibility for adapting to a changing technical environment; must possess a complete understanding of the system life cycle as defined in the ISS manual. Is able to delegate problem resolution to other team members and conduct follow up where required.



Operations Analyst

\$42.02

Description: Defines project scope, tasks, deliverables, and resources; monitors the progress and status of tasks to the required standard. Coordinates the installation of each project phase and identifies milestones and gaps. Works with project teams to integrate change management activities into overall project plan. Manages project budget and resource allocation; implements and manages project changes and interventions to achieve project outputs. Evaluates projects and assesses the results.

Education & Experience: Minimum 4 year degree and qualification in project management technique and tools; proven, direct experience.