GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/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!, a menu-driven database system. The INTERNET address for GSA Advantage! is http://www.gsaadvantage.gov

SCHEDULE TITLE: Federal Supply Schedule Professional Services

CONTRACT NUMBER: GS-02F-013DA

CONTRACT PERIOD: January 04, 2021 – January 03, 2026

CONTRACTOR: FULL CIRCLE COMPUTING
740 Springdale Drive, Suite 125
Exton, PA 19341
Phone: 610-594-9510
Fax: 610-717-5213
Web site: www.thefullcirclegroup.com

CONTRACTOR’S ADMINISTRATION SOURCE:
Denean Williams
Phone: 610-594-9510
Email: drw@thefullcirclegroup.com

BUSINESS SIZE:
Small business
Woman Owned business
Women Owned (WOSB)
Women Owned (EDWOSB)
SBA Certified Small Disadvantaged business
SBA Certified 8(a) Firms size

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at www.fss.gsa.gov

CUSTOMER INFORMATION:

www.thefullcirclegroup.com
1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
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<td>561320SBFA</td>
<td>Previous (Administrative Support and Clerical Occupations)</td>
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<tr>
<td>SBFARC</td>
<td>Previous (Automatic Data Processing Occupations)</td>
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<tr>
<td>SBFARC</td>
<td>Previous (Technical and Professional Occupations)</td>
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1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN: N/A

2. MAXIMUM ORDER*: $100,000 per SIN

*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: Destination

5. POINT(S) OF PRODUCTION: USA

6. DISCOUNT FROM LIST PRICES: 2%

7. QUANTITY DISCOUNT(S): For orders totaling $100,000 or more in one year from one customer, a 2% discount.

8. PROMPT PAYMENT TERMS: Net 30

9.a Government Purchase Cards are accepted at or below the micro-purchase threshold.

9.b Government Purchase Cards are accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: At Task Order Level

11b. EXPEDITED DELIVERY: Contact Contractor

11c. OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor
11d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor’s representative to effect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. **FOB POINT:** Destination

13a. **ORDERING ADDRESS:** 740 Springdale Drive, Suite 125
Exton, PA 19341

14. **PAYMENT ADDRESS:** 740 Springdale Drive, Suite 125
Exton, PA 19341

15. **WARRANTY PROVISION:** None

16. **EXPORT PACKING CHARGES:** N/A

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** N/A

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 AVAILABLE):** 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. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A

24b. **Section 508 Compliance for EIT:** N/A

25. **DUNS NUMBER:** 837121706

26. **NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:** Contractor has an Active Registration in the CCR database.
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<th>Unit of Issue (e.g. Hour, Task, Sq Ft)</th>
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Labor Descriptions

ACCOUNTING CLERK I
This position is responsible for performing one or more routine accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Specific tasks/duties are assigned under adequate supervision. Entry-level reconciliation and posting will be assigned under detailed guidance. In most instances, an employee in this position will rely on the supervisors’ instructions. Completed work will be reviewed for accuracy and compliance with procedures.

Minimum Years of Experience: 1
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

ACCOUNTING CLERK II
This position uses knowledge of double entry bookkeeping in performing one or more of the following: posting actions to journals, identifying subsidiary accounts affected, making debit and credit entries, and assigning proper codes. The Accounting Clerk II may review computer printouts against manually maintained journals, detect and correct erroneous postings, and prepare documents to adjust accounting classifications and other data, or review lists of transactions rejected by an automated system. In this instance, the Accounting Clerk II will determine reasons for rejections, and prepare necessary correcting material. On routine assignments, an employee will select and apply established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used, are reviewed for technical accuracy.

Minimum Years of Experience: 2
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

ACCOUNTING CLERK III
The Accounting Clerk III maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following: 1.) reviewing invoices and statements verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit determining accounts involved. The review will include coding transactions, and processing material through data processing for application in the accounting system; 2.) analysis and reconciliation of computer printouts with operating unit reports (contacting units, researching causes of discrepancies, and taking action to ensure that accounts balance). Supervisor provides suggestions for handling unusual or non-recurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor, or are controlled by mechanisms built into the accounting processes.

Minimum Years of Experience: 5
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work
Accountant I
Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. May require a bachelor's degree in accounting and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

Minimum Years of Experience: 0
Minimum Education Requirement: Bachelor's degree in accounting
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

Accountant II
Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. May require a bachelor's degree in accounting, finance and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on judgment and limited experience to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

Minimum Years of Experience: 2
Minimum Education Requirement: Bachelor's degree in accounting
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

Accountant III
Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. Requires a bachelor's degree in accounting, and 4-6 years of experience in the field or in a related area. 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 direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is expected.

Minimum Years of Experience: 4
Minimum Education Requirement: Bachelor's degree in accounting
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

Accountant IV
Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. Requires a bachelor's
degree in accounting and 6-8 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

**Minimum Years of Experience:** 6  
**Minimum Education Requirement:** Bachelor's degree in accounting  
**Training/Certification Requirement:** None  
**Years of Experience Substitution for Education Requirement:** 5 years similar work

### Budget Analyst I

Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs. Requires a bachelor's degree and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

**Minimum Years of Experience:** 0  
**Minimum Education Requirement:** Bachelor's degree  
**Training/Certification Requirement:** None  
**Years of Experience Substitution for Education Requirement:** 5 years similar work

### Budget Analyst II

Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs. Requires a bachelor's degree and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

**Minimum Years of Experience:** 2  
**Minimum Education Requirement:** Bachelor's degree  
**Training/Certification Requirement:** None  
**Years of Experience Substitution for Education Requirement:** 5 years similar work

### Budget Analyst III

Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs. Requires a bachelor's degree and 4-6 years of experience in the field or in a related area. 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 direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is expected.

**Minimum Years of Experience:** 4  
**Minimum Education Requirement:** Bachelor's degree  
**Training/Certification Requirement:** None  
**Years of Experience Substitution for Education Requirement:** 5 years similar work
Budget Analyst IV

Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs. Requires a bachelor's degree in area of specialty and 6-8 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. May report to an executive or a manager.

Minimum Years of Experience: 6
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

Analyst I

Analyzes records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs. Requires a bachelor's degree and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

Minimum Years of Experience: 0
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

Analyst II

Analyzes records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs. Requires a bachelor's degree and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

Minimum Years of Experience: 2
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

Analyst III

Analyzes records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs. Requires a bachelor's degree and 4-6 years of experience in the field or in a related area. 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 direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is expected.

Minimum Years of Experience: 4
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

RECEPTIONIST
This position greets visitors, determining nature of visits and directing visitors to appropriate persons. The Receptionist may also have other duties such as recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; making appointments; keeping a log of visitors; and issuing visitor passes. In this position, one may also work on a computer and perform other routine clerical work that may occupy the major portion of the worker's time.
Minimum Years of Experience: 1
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

SECRETARY I
Carries out recurring office procedures independently, and selects the guideline or reference that fits the specific case. The supervisor provides specific instructions on new assignments and checks completed work for accuracy. The LR-1 performs varied duties including or comparable to the following:
  a. Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff. Control mail and assure timely staff response, and send form letters;
  b. As instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms;
  c. Review materials prepared for supervisor's approval for typographical accuracy and proper format;
  d. Maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans;
  e. Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.
Minimum Years of Experience: 1
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

SECRETARY II
Secretary II handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to the following:
  a. Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name;
  b. Schedule tentative appointments without prior clearance. Make arrangements for conferences and meetings and assemble established background materials as directed. May attend meetings and record and report on the proceedings;
  c. Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed;
  d. Collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff;
e. Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

**Minimum Years of Experience:** 3

**Minimum Education Requirement:** High School Diploma or GED

**Training/Certification Requirement:** None

**Years of Experience Substitution for Education Requirement:** 5 years similar work

### SECRETARY III

Performs all duties of Secretary II, plus uses greater judgment and initiative to determine the approach or action to take in non-routine situations, interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to the following:

a. Based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval;

b. Anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered;

c. Read publications, regulations, and directives and take action or refer those that are important to the supervisor

**Minimum Years of Experience:** 5

**Minimum Education Requirement:** High School Diploma or GED

**Training/Certification Requirement:** None

**Years of Experience Substitution for Education Requirement:** 5 years similar work

### ADMINISTRATIVE ASSISTANT

In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.

**Minimum Years of Experience:** 1

**Minimum Education Requirement:** High School Diploma or GED

**Training/Certification Requirement:** None

**Years of Experience Substitution for Education Requirement:** 5 years similar work

### DOCUMENT PREPARATION CLERK

This position prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying. The Document Preparation Clerk cuts documents into individual standardized pages, using a paper cutter or razor knife. Document pages are reproduced as necessary to improve clarity or to adjust the standardized page size according to the limitations of the designated copy machine. The Document Preparation Clerk stamps standard symbols on pages or inserts instruction cards to notify Duplicating Machine Operator of special handling, prepares cover sheets and document folders for material, and index cards for files, and files folder according to index code and copies priority schedule.

**Minimum Years of Experience:** 1

**Minimum Education Requirement:** High School Diploma or GED

**Training/Certification Requirement:** None

**Years of Experience Substitution for Education Requirement:** 5 years similar work
WORD PROCESSOR I
This position produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. The Word Processor I performs familiar, routine assignments following standard procedures, seeks further instructions for assignments requiring deviations from established procedures.

Minimum Years of Experience: 1
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

WORD PROCESSOR II
This position uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or knowledge of specialized or technical terminology to perform such typical duties as:

a. Editing and reformatting written or electronic drafts. Examples include: correcting function codes; adjusting spacing formatting and standardizing headings, margins, and indentations.

b. Transcribing scientific reports, lab analysis, legal proceedings, or similar material from voice tapes or handwritten drafts. Work requires knowledge of specialized, technical, or scientific terminology.

c. Work requires familiarity with office terminology and practices. Incumbent corrects copy, and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions. Supervisor sets priorities and deadlines on continuing assignments, furnishes general instructions for recurring work and provides specific instructions for new or unique projects, may lead lower level word processors.

Minimum Years of Experience: 3
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

WORD PROCESSOR III
Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports which include tables, graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions; independently completes assignments and resolves problems.

Minimum Years of Experience: 5
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

DATA ENTRY OPERATOR I
This position works under close supervision and follows specific procedures or detailed instructions. The Data Entry Operator I works from various standardized source documents that have been coded and require little or no selecting, coding or interpreting of data. Problems such as erroneous items and codes, or missing information are resolved at the supervisory level. Work is routine and repetitive.

Minimum Years of Experience: 0
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

DATA ENTRY OPERATOR II
This position requires the application of experience and judgment in selecting procedures to be followed, and searching for interpreting, selecting, or coding items to be entered from a variety of document sources. The Data Entry Operator II may occasionally perform routine work as described for Data Entry Operator I. Excluded are operators above Level II using the key entry controls to access, read, and evaluate the substance of specific records to take substantive actions, or to make entices requiring a similar level of knowledge.
Minimum Years of Experience: 1
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

Computer Support Technician
The Personal Computer Support Technician provides support to distributed PC/networking environment including installation, testing, repair, and troubleshooting for stand-alone PCs, PCs linked to networks, printers, and other computer peripherals. Support responsibilities include software installation, and configurations. This technician performs technical, operational, and training support to users of personal computers either by telephone, or on-site for PC desktop hardware and software packages. Job duties require the technician to install and test personal computers, printers, and other peripherals, configure operating system, load shrink-wrap programs and other application software programs. In this position, the incumbent troubleshoots computer problems, performs hardware and software diagnostics, coordinates needed repairs, resolves computer system problems, including coordination between users and components of a local area network, and participates in the evaluation of system configuration and software.
Minimum Years of Experience: 1
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

Computer Systems Analyst I
At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. This Analyst provides several phases of the required systems analysis where the nature of the system is predetermined, uses established fact-finding approaches, knowledge of pertinent work processes and procedures, and familiarity with related computer programming practices, system software, and computer equipment. This Worker carries out fact finding and analyses as assigned, (usually of a single activity or a routine problem); applies established procedures where the nature of the system, feasibility, computer equipment and programming language have already been decided; may assist a higher level systems analyst by preparing the detailed specifications required by a computer programmers from information developed by the higher level analyst, and may research routine user problems and solve them by modifying the existing system when the solutions follow clear precedents. When cost and deadline estimates are required, results receive closer review. The supervisor defines objectives, priorities, and deadlines. Incumbents work independently; adapt guides to specific situations; resolve problems and deviations according to established practices; and obtain advice where precedents are unclear or not available. Completed work is reviewed for conformance to requirements, timeliness, and efficiency. This
position may supervise technicians and others who assist in specific assignments. Work at a level above this is deemed Supervisory or Individual Contributor.

**Minimum Years of Experience:** 1

**Minimum Education Requirement:** High School Diploma or GED

**Training/Certification Requirement:** None

**Years of Experience Substitution for Education Requirement:** 5 years similar work

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**Computer Systems Analyst II**

This Analyst applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g. the analyst develops systems for maintaining depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project. This position requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, workload, and practices of the assigned subject-matter area. Job duties require the incumbent to be able to recognize probable interactions of related computer systems and predict impact of a change in assigned system. The Computer Systems Analyst II reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; upon approval of synopsis, prepares specifications for development of computer programs. Duties also include the ability to determine and resolve data processing problems and coordinate the work with program, users, etc. This worker orients user personnel on new or changed procedures, may conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies. In this position, the incumbent works independently under overall project objectives and requirements, and apprises supervisor about progress and unusual complications. Guidelines usually include existing systems and the constraints imposed by related systems with which the incumbent's work must be meshed. This worker adapts design approaches successfully used in precedent systems, works on a segment of a complex data processing scheme or broad system, as described for Computer Systems Analyst, level III, works independently on routine assignments and receives instructions and guidance on complex assignments. Work is reviewed for accuracy of judgment, compliance with instructions, and to insure proper alignment with the overall system. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. This analyst may provide functional direction to lower level assistants on assigned work.

**Minimum Years of Experience:** 3

**Minimum Education Requirement:** High School Diploma or GED

**Training/Certification Requirement:** None

**Years of Experience Substitution for Education Requirement:** 5 years similar work

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**Computer Systems Analyst III**

The Computer Systems Analyst III applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing, finance management, engineering, accounting, or statistics, logistics planning, material management, etc. Usually, there are multiple users of the system; however, there may be complex one-user systems, e.g., for engineering or research projects. This position requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Since input data usually come from diverse sources, this worker is responsible for recognizing probable conflicts and integrating diverse data elements and sources, and
produces innovative solutions for a variety of complex problems. The Computer Systems Analyst III maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. The incumbent guides users in formulating requirements, advises on alternatives and on the implications of new or revised data processing systems, analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies. This analyst recommends optimum approach and develops system design for approved projects, interprets information and informally arbitrates between system users when conflicts exist. This worker may serve as lead analyst in a design subgroup, directing and integrating the work of one or two lower level analysts, each responsible for several programs. Supervision and nature of review are similar to level II; existing systems provide precedents for the operation of new subsystems.

**Minimum Years of Experience:** 5

**Minimum Education Requirement:** High School Diploma or GED

**Training/Certification Requirement:** None

**Years of Experience Substitution for Education Requirement:** 5 years similar work

**Drafter I**
This operator prepares drawings or computer models of simple, easily visualized structures, systems, parts or equipment from sketches or marked-up prints, selects appropriate templates/computer programs or uses a compass and other equipment needed to complete assignments. Drawings and models fit familiar patterns and present few technical problems. Supervisor provides detailed instructions on new assignments, gives guidance when questions arise, and reviews completed work for accuracy.

**Minimum Years of Experience:** 1

**Minimum Education Requirement:** High School Diploma or GED

**Training/Certification Requirement:** None

**Years of Experience Substitution for Education Requirement:** 5 years similar work

**Drafter II**
This operator prepares various drawings computer models of such units as construction projects or parts and assemblies, including various views, sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Work requires use of most of the conventional drafting and CAD techniques and a working knowledge of the terms and procedures of the occupation. The Draft/CAD Operator II makes arithmetic computations using standard formulas. Familiar or recurring work is assigned in general terms. Unfamiliar assignments include information on methods, procedures, sources of information, and precedents to follow. Simple revisions to existing drawings or computer models may be assigned with a verbal explanation of the desired results.

**Minimum Years of Experience:** 3

**Minimum Education Requirement:** High School Diploma or GED

**Training/Certification Requirement:** None

**Years of Experience Substitution for Education Requirement:** 5 years similar work

**Drafter III**
This operator prepares complete sets of complex drawings or computer models that include multiple views, detail drawings, and assembly drawings. Drawings or models include complex design features that require considerable drafting skill to visualize and portray. Assignments regularly require the use of mathematical formulas to draw land contours or to compute weights, center of gravity, load capacities, dimensions, quantities of material, etc. The Draft/CAD Operator works from sketches, computer models, and verbal information supplied by an engineer, architect, or designer to determine the most appropriate views, detail
drawings, and supplementary information needed to complete assignments. This operator selects required information from computer programs, and internet sites, precedents, manufacturers’ catalogs, and technical guides. This operator independently resolves most of the problems encountered.

**Minimum Years of Experience:** 5  
**Minimum Education Requirement:** High School Diploma or GED  
**Training/Certification Requirement:** None  
**Years of Experience Substitution for Education Requirement:** 5 years similar work

**Drafter IV**

This operator works closely with design originators, preparing drawings or computer models of unusual, complex, or original designs that require a high degree of precision, performs unusually difficult assignments requiring considerable initiative, resourcefulness, and drafting expertise. This incumbent assures that anticipated problems in manufacture, assembly, installation, and operation are resolved by the drawing produced, exercises independent judgment in selecting and interpreting data based on knowledge of the design intent. Although working primarily as a drafter, this worker may occasionally interpret general designs prepared by others to complete minor details, may provide advice and guidance to lower level drafters or serve as coordinator and planner for large and complex drafting projects.

**Minimum Years of Experience:** 7  
**Minimum Education Requirement:** High School Diploma or GED  
**Training/Certification Requirement:** None  
**Years of Experience Substitution for Education Requirement:** 5 years similar work

**Technical Writer I**

The Technical Writer I revises or writes standardized material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. This worker receives technical direction from supervisor or senior writer, notes or manuals containing operating procedures and details manufacturer’s catalogs, drawings and other data relative to operation, maintenance, and service of equipment. This writer may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. This worker organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication arrange for typing, duplication and distribution of material; may assist in writing speeches, articles, and public or employee relations releases, and may specialize in writing material regarding work methods and procedures.

**Minimum Years of Experience:** 1  
**Minimum Education Requirement:** High School Diploma or GED  
**Training/Certification Requirement:** None  
**Years of Experience Substitution for Education Requirement:** 5 years similar work

**Technical Writer II**

In this capacity, the Technical Writer revises or writes material that is mostly standardized for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. The incumbent receives assignment and technical information from a supervisor or senior writer, may be provided notes or manuals containing operating procedures and details, and may observe production, developmental or experimental activities to expand or verify the provided operating
procedures and details. This worker accesses manufacturers’ catalogs, drawings and other data relative to
operation, maintenance, and service of equipment, may have access to blueprints, sketches, drawings, parts
lists, specifications, mockups, and product samples to integrate and delineate technology, operating
procedure, and production sequence and detail. This writer organizes material and completes writing
assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may
maintain records and files of work and revisions, may select photographs, drawings, sketches, diagrams,
and charts to illustrate material, assist in laying out material for publication, and arrange for typing,
duplication and distribution of material. This writer may draft speeches, articles, and public or employee
relations releases, or specialize in writing material regarding work methods and procedures.

**Minimum Years of Experience:** 3
**Minimum Education Requirement:** High School Diploma or GED
**Training/Certification Requirement:** None
**Years of Experience Substitution for Education Requirement:** 5 years similar work

### Technical Writer III

The Technical Writer III develops, writes, and edits material for reports, manuals, briefs, proposals,
instruction books, catalogs, and related technical and administrative publications concerned with work
methods and procedures, and installation, operation, and maintenance of machinery and other equipment,
receives assignment from supervisor, observes production, developmental, and experimental activities to
determine operating procedure and detail. This writer interviews production and engineering personnel and
reads journals, reports, and other material to become familiar with product technologies and production
methods, and reviews manufacturer's and trade catalogs, drawings and other data relative to operation,
maintenance, and service of equipment. The Technical Writer III studies blueprints, sketches, drawings,
parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating
procedure, and production sequence and detail, organizes material and completes writing assignment
according to set standards regarding order, clarity, conciseness, style, and terminology; and reviews
published materials and recommends revisions or changes in scope, format, content, and methods of
reproduction and binding. This worker may perform the following tasks: maintain records and files of work
and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material; assist in
laying out material for publication, arrange for typing, duplication and distribution of material, write
speeches, articles, and public or employee relations releases, edit, standardize, or make changes to material
prepared by other writers or plant personnel. This incumbent may specialize in writing material regarding
work methods and procedures.

**Minimum Years of Experience:** 5
**Minimum Education Requirement:** High School Diploma or GED
**Training/Certification Requirement:** None
**Years of Experience Substitution for Education Requirement:** 5 years similar work

### Project Manager (junior)

Performs day-to-day management of assigned delivery order projects that involve teams of data processing
and other information technology and management professionals who have previously been involved in
analyzing, designing, integrating, testing, documenting, converting, extending, and implementing
automated information and telecommunications systems. Demonstrates proven skills in those technical
areas addressed by the delivery order to be managed. Works under immediate supervision. Primary job
functions do not typically require exercising independent judgment. Typically reports to a supervisor or
manager.
Minimum Years of Experience: 0
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

**Project Manager (intermediate)**
Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information technology and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Works under general supervision. A certain degree of creativity and latitude is required.

Minimum Years of Experience: 2
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

**Project Manager (senior)**
Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information technology and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is expected.

Minimum Years of Experience: 4
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

**Subject Matter Expert (junior)**
Performs subject matter expertise based on client requirements. Demonstrates proven skills in those technical areas and subject matter expertise to be managed. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

Minimum Years of Experience: 0
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

**Subject Matter Expert (intermediate)**
Performs subject matter expertise based on client requirements. Demonstrates proven skills in those technical areas and subject matter expertise to be managed. Works under general supervision. A certain degree of creativity and latitude is required.

Minimum Years of Experience: 2
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work
Subject Matter Expert (senior)
Performs subject matter expertise based on client requirements. Demonstrates proven skills in those technical areas and subject matter expertise to be managed. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is expected.
Minimum Years of Experience: 4
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

Technical Specialist (junior)
Performs technical expertise based on client requirements. Requires a bachelor's degree and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.
Minimum Years of Experience: 0
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

Technical Specialist (intermediate)
Performs technical expertise based on client requirements. Requires a bachelor's degree and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Works under general supervision. A certain degree of creativity and latitude is required.
Minimum Years of Experience: 2
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

Technical Specialist (senior)
Performs technical expertise based on client requirements. Requires a bachelor's degree and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is expected.
Minimum Years of Experience: 4
Minimum Education Requirement: Bachelor's degree
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work
01111 GENERAL CLERK I
This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier, facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.
Minimum Years of Experience: 0
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

01112 GENERAL CLERK II
This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.
Minimum Years of Experience: 1
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

01113 GENERAL CLERK III
This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints. The General Clerk III may also direct lower level clerks. Positions above level IV are excluded. Such positions require workers to use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments. Typical jobs covered by this exclusion include administrative assistants, clerical supervisors, and office managers.
Minimum Years of Experience: 3
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work

01041 Customer Service Representative I
This position receives, comprehends, provides, and responds to routine informational inquiries and service requests through the use of various communication technologies including but not limited to telephones, e-mail, facsimile, postal mail, and the Internet.
Minimum Years of Experience: 1
Minimum Education Requirement: High School Diploma or GED
Training/Certification Requirement: None
Years of Experience Substitution for Education Requirement: 5 years similar work
01042 Customer Service Representative II
Position is responsible for performing duties detailed in CSR I job description. In addition, CSR II is responsible for responding to escalated and more complex inquiries on a broader scope of topics. Tasks may require simple adaptation and interpretation of provided reference materials.
**Minimum Years of Experience:** 3
**Minimum Education Requirement:** High School Diploma or GED
**Training/Certification Requirement:** None
**Years of Experience Substitution for Education Requirement:** 5 years similar work

01043 Customer Service Representative III
Position is responsible for performing duties detailed in CSR I and CSR II job descriptions. In addition, CSR III is responsible for supervising and advising CSR I and CSR II.
**Minimum Years of Experience:** 5
**Minimum Education Requirement:** High School Diploma or GED
**Training/Certification Requirement:** None
**Years of Experience Substitution for Education Requirement:** 5 years similar work

01531 Travel Clerk I
Under close supervision or following specific procedures and detailed instructions, The Travel Clerk I arranges travel on one or two modes of transportation. Travel is usually recurrent by the same modes, carriers, routes and same major points of origin and destination, seldom involving special transportation privileges or requiring special allowances or planning for supplemental transportation facilities. When such services are required, they do not occur in such variety or with such frequency as to create problems of timing or coordination.
**Minimum Years of Experience:** 1
**Minimum Education Requirement:** High School Diploma or GED
**Training/Certification Requirement:** None
**Years of Experience Substitution for Education Requirement:** 5 years similar work

01532 Travel Clerk II
Travel is frequently recurrent. A substantial number of problems arise because of rerouting, and there are often side trips requiring changes of transportation. Travel is usually to areas accessible by direct line, or established connecting points and normal modes of transportation. Travel is not always planned well in advance so there may be major problems of scheduling or accommodations. Within general guidelines, employees select and apply appropriate travel guides, methods, techniques, and work sequences to effectively accomplish the work. The majority of assignments are performed without technical assistance, but unusually difficult travel situations or problem cases encountered during the course of the work are referred to the supervisor before decision or commitment. Review of work is for compliance with regulatory guides and program policies and for soundness of decisions and conclusions.
**Minimum Years of Experience:** 3
**Minimum Education Requirement:** High School Diploma or GED
**Training/Certification Requirement:** None
**Years of Experience Substitution for Education Requirement:** 5 years similar work

01533 Travel Clerk III
At this level, all major modes of transportation are used, as most individual trips involve combinations of more than one mode. Travel is varied, often not recurrent and periodically requires planning for relatively
inaccessible intermediate or destination points. Routings are diverse and there is a necessity for frequent rerouting, re-planning, or rearranging, with many side trips requiring changes in modes of travel and creating substantial difficulty in routing and scheduling connections. A substantial amount of travel involves special allowances or requires authorization and planning for supplementary or special transportation facilities. It is frequently difficult to obtain the required information. The incumbent is characterized by independence of action, with very little instruction, guidance, and review, except for review of accomplishments of broad objectives and conformance to policy. The incumbent is viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and has responsibility as the principal liaison with all elements, carriers, and facilities.

**Minimum Years of Experience:** 5  
**Minimum Education Requirement:** High School Diploma or GED  
**Training/Certification Requirement:** None  
**Years of Experience Substitution for Education Requirement:** 5 years similar work

**Position: Computer Programmer I**  
**Years Experience:** 2  
**Years Education:** B.A.  
**Responsibilities:** Uses standard procedures and detailed specifications to develop programs, diagnose and correct bugs, testing, document work, and write computer-operating instructions. Will conduct analysis, design products that comply with complex and evolving business requirements. Analyzes and researches software requirements to determine feasibility of design within time and cost constraints.

**Position: Computer Programmer II**  
**Years Experience:** 4  
**Years Education:** B.A.  
**Responsibilities:** Tests documents and writes operating instructions for all work. Provides instruction, guidance and supervision to junior programming personnel and assigns reviews work to subordinate staff. Will participate in all aspects of the development process, from meeting customers and design through implementation, quality assurance, and delivery. May consult with customers concerning application and maintenance of software.

**Position: Computer Programmer III**  
**Years Experience:** 6  
**Years Education:** B.A.  
**Responsibilities:** Assists w/ the development, testing, and running of software programs and applications. Compiles and writes documentation of program development and subsequent revisions—inserting comments in the coded instructions so others can understand the program. Revises, repairs, or expands existing programs. Writes, analyzes, reviews, and rewrites programs using workflow charts and diagrams while applying knowledge of computer capabilities, subject matter, and symbolic logic.

**Position: Computer Programmer IV**  
**Years Experience:** 7  
**Years Education:** B.A.  
**Responsibilities:** Assists and manages the development, testing, and running of software programs and applications as required. Supervises the documentation of program development and subsequent revisions—inserting comments in the coded instructions so others can understand the program. Writes,
analyzes, edits, reviews, and rewrites programs using workflow charts and diagrams while applying knowledge of computer capabilities, subject matter, and symbolic logic. Participates in design meetings and consults with other staff to evaluate interfaces between hardware and software, and operational and performance requirements of overall system; performs complex release testing and beta support for assigned projects and resolves problems found in the software; prepares documentation required of the product.

**01035 COURT REPORTER**

This position records examination, testimony, judicial opinions, judge's charge to jury, judgment or sentence of court, or other proceedings in a court of law by manual or machine shorthand. The Court Reporter reads portions of transcript during trial at the judge's request, and asks speakers to clarify inaudible statements. The Court Reporter transcribes recorded material using a typewriter, or dictates material into a recording machine.

**Minimum Education:** BA

**Minimum Experience:** 4 Years
Degree / Experience Equivalency

The labor category definitions in our Pricelist describe the functional responsibilities and education and experience requirements for each labor category. These requirements are a guide to the types of experience and educational background of typical personnel in each labor category.

Education and experience may be substituted for each other. For example, each year of relevant experience may be substituted for 1 year of education, and vice versa. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education with the written approval of the ordering activity.

* Successful completion of each year of higher education that has not yet resulted in a degree may be counted 1-for-1 for a year of experience.

* Further, both parties recognize that, on occasion, there may be a need to waive the requirements in order to use the best individual the task. Therefore, waivers to the education/experience requirements may be granted by either the task order contracting officer or contracting officer technical representative. If such a waiver is included in our proposal, award of said proposal shall be deemed a grant of the waiver.

Full Circle’s Substitution Methodology

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Min EDU</th>
<th>Min Relevant Experience</th>
<th>Ph.D.</th>
<th>Masters</th>
<th>Bachelors</th>
<th>Associate Min Relevant Exp.</th>
<th>High School Min Relevant Exp.</th>
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Full Circle’s Other Considerations, with the written approval of the ordering activity

<table>
<thead>
<tr>
<th>Degree</th>
<th>Other Equivalence</th>
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<tbody>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience with Vocational or technical training certification in work-related field</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>4 years relevant experience with Professional certification in work-related field</td>
</tr>
<tr>
<td>Master’s</td>
<td>6 years relevant experience with Professional license in work-related field</td>
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Service Contract Labor Standards  
Formerly known as the Service Contract Act (“SCA”)  
Full Circle Compliance

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**)) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

<table>
<thead>
<tr>
<th>SCLS Eligible Labor Category All Below (**)</th>
<th>SCLS Equivalent Code Title</th>
<th>Wage Determination</th>
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<tbody>
<tr>
<td>Accounting Clerk I</td>
<td>01011 - Accounting Clerk I</td>
<td>2015-5791</td>
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<td>01012 - Accounting Clerk II</td>
<td>2015-5791</td>
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<tr>
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<td>01013 - Accounting Clerk III</td>
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<td>01460 - Receptionist</td>
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<td>01311 - Secretary I</td>
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<tr>
<td>Secretary II</td>
<td>01312 - Secretary II</td>
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</tr>
<tr>
<td>Secretary III</td>
<td>01313 - Secretary III</td>
<td>2015-5791</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>01020 - Administrative Assistant</td>
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<td>Document Preparation Clerk</td>
<td>01070 - Document Preparation Clerk</td>
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<td>01611 - Word Processor I</td>
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<td>Word Processor II</td>
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<tr>
<td>Job Title</td>
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<td>Documentation Specialist</td>
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<td>Help Desk Manager</td>
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<td>Help Desk Specialist</td>
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