GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SERVICE SCHEDULE PRICE LIST

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

SCHEDULE TITLE: **Federal Supply Schedule 736 – Temporary, Administrative and Professional Staffing Services (TAPS)**

CONTRACT NUMBER: **GS-07F-0042T**
MODIFICATION: AO01
CONTRACT PERIOD: **15 OCTOBER 2006 – 14 OCTOBER 2011**

RAM TECH SYSTEMS, INC
200 Biddle Avenue, Suite 201, Newark, DE 19702
TEL: (866) 726-8324 FAX: (888) 832-6606

Contact: **Ms. Uma Yanamandra** - (908) 627-1106 direct
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Alternate Contact: Mr. Srini Lokula – slokula@rtsiusa.com

SMALL, DISADVANTAGE, 8(a)

Ram Tech Systems is an Information Technology, Management and Administrative Support Solutions Provider. Ram Tech Systems is a fastest growing company (by Inc magazine) providing various IT Services including Software Development, Computer Hardware & Software (VAR), Management Support Services, Administrative Support Services and Temporary Staffing.

Ram Tech Systems is YOUR SOLUTION PROVIDER for your temporary staffing. We have a reputation built on Total Customer Satisfaction.

CUSTOMER INFORMATION

1a. Table of awarded special item numbers (SINs)

SIN	Description
736-1	Administrative Support and Clerical Occupations
736-2	Automatic Data Processing Occupations

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN**: N/A

1c. **HOURLY RATES**: All hourly rates shown are **Firm Fixed Price**. See following List for hourly rates by Location and Labor Category

2. **MAXIMUM ORDER**: **$100,000 PER ORDER**

*** 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 contractor 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 unless the contractor agrees to accept a smaller order amount.**

4. **GEOGRAPHIC COVERAGE:**

City & State	Wage Determination	Revision	Dated
Baltimore, MD	2005-2247	04	July 05, 2007
New York, NY	2005-2375	03	May 29, 2007
Norfolk, VA	2005-2543	03	May 29, 2007
Philadelphia, PA	2005-2449	04	July 27, 2007
Washington, DC	2005-2103	04	July 05, 2007

5. **POINT(S) OF PRODUCTION: N/A**

6. QUANTITY DISCOUNTS: None

7. PROMPT PAYMENT TERMS: Net 30

8. a) Government Purchase Cards are accepted at or below the micro-purchase threshold.
b) Government Purchase Cards are accepted above the micro-purchase threshold.

9. FOREIGN ITEMS: None
10. a) Time of Delivery: N/A
b) Expedited Delivery: N/A

	c) Overnight and 2nd day delivery:	N/A
	d) Urgent Requirements:	Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
11.	**FOB POINT:**	N/A
12.	**a) ORDERING ADDRESS:**	RTSI, 200 Biddle Avenue, Suite 201, Newark, DE 19702. Call at (866) RAM-TECH x 15 or (908) 627-1106
	b) ORDERING PROCEDURES:	For Supplies and Services, the ordering procedures, information on blanket purchase agreements (BPA's) and a sample BPA can be found at the GSA Schedules homepage (http://www.gsa.gov/schedules).
13.	**PAYMENT ADDRESS:**	Same as Contractor
14.	**WARRANTY PROVISION:**	Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty
15.	**EXPORT PACKING CHARGES:**	Not applicable

TERMS AND CONDITIONS OF THE FOLLOWING

16.	**GOVERNMENT PURCHASE CARD ACCEPTANCE:**	(any thresholds above the micro-purchase level)
17.	**RENTAL, MAINTENANCE, AND REPAIR:**	Not Applicable
18.	**INSTALLATION:**	Not Applicable
19.	**REPAR PARTS:**	Not Applicable
	a) ANY OTHER SERVICES:	Not Applicable

20.	**LIST OF SERVICE AND DISTRIBUTION POINTS:**	Not Applicable
21.	**LIST OF PARTICIPATING DEALERS:**	Not Applicable
22.	**PREVENTATIVE MAINT.**	Not Applicable
23.	**a) Special Attributes such as Environmental attributes:**	Not Applicable
	b) Section 508 Compliance:	Not Applicable
24.	**DUNS NUMBER:**	**12-681-5153**

END OF CUSTOMER INFORMATION

SIN 736-1: Administrative Support and Clerical Occupations
Baltimore, MD - PRICE LIST

Skill Category	GSA Price
Accounting Clerk I	$21.19
Accounting Clerk II	$23.41
Accounting Clerk III	$27.24
Administrative Assistant	$33.98
Court Reporter	$27.24
Data Entry Operator I	$19.72
Data Entry Operator II	$21.23
Dispatcher, Motor Vehicle	$24.72
Document Preparation Clerk	$20.53
Duplicating Machine Operator	$20.53
General Clerk I	$19.93
General Clerk II	$21.55
General Clerk III	$24.11
Housing Referral Assistant	$31.46
Message Courier	$16.32
Order Clerk I	$22.36
Order Clerk II	$24.10
Personnel Assistant (Employment) I	$23.55
Personnel Assistant (Employment) II	$27.24
Personnel Assistant (Employment) III	$31.46
Production Control Clerk	$30.98
Receptionist	$19.79
Rental Clerk	$23.55
Scheduler Maintenance	$23.55
Secretary I	$25.42
Secretary II	$27.19
Secretary III	$31.46
Service Order Dispatcher	$22.45
Supply Technician	$33.98
Survey Worker (interviewer)	$27.24
Travel Clerk I	$18.01
Travel Clerk II	$19.35
Travel Clerk III	$20.80
Word Processor I	$21.15
Word Processor II	$23.55
Word Processor III	$27.24

SIN 736-1: Administrative Support and Clerical Occupations
NEW YORK, NY - PRICE LIST

Skill Category	GSA Price
Accounting Clerk I	$22.32
Accounting Clerk II	$24.44
Accounting Clerk III	$30.55
Administrative Assistant	$36.32
Court Reporter	$30.85
Data Entry Operator I	$21.40
Data Entry Operator II	$23.05
Dispatcher, Motor Vehicle	$34.23
Document Preparation Clerk	$22.96
Duplicating Machine Operator	$21.16
General Clerk I	$20.77
General Clerk II	$23.30
General Clerk III	$25.52
Housing Referral Assistant	$30.77
Message Courier	$18.81
Order Clerk I	$26.75
Order Clerk II	$31.47
Personnel Assistant (Employment) I	$25.52
Personnel Assistant (Employment) II	$28.81
Personnel Assistant (Employment) III	$30.77
Production Control Clerk	$30.77
Receptionist	$23.13
Rental Clerk	$26.34
Scheduler Maintenance	$25.52
Secretary I	$25.52
Secretary II	$28.81
Secretary III	$30.77
Service Order Dispatcher	$29.29
Supply Technician	$36.32
Survey Worker (interviewer)	$27.40
Travel Clerk I	$21.58
Travel Clerk II	$23.12
Travel Clerk III	$24.83
Word Processor I	$24.22
Word Processor II	$26.80
Word Processor III	$29.61

SIN 736-1: Administrative Support and Clerical Occupations
Norfolk, VA - PRICE LIST

Skill Category	GSA Price
Accounting Clerk I	**$19.03**
Accounting Clerk II	**$22.18**
Accounting Clerk III	**$24.44**
Administrative Assistant	**$32.27**
Court Reporter	**$23.62**
Data Entry Operator I	**$16.29**
Data Entry Operator II	**$19.69**
Dispatcher, Motor Vehicle	**$21.27**
Document Preparation Clerk	**$18.86**
Duplicating Machine Operator	**$18.86**
General Clerk I	**$17.22**
General Clerk II	**$20.64**
General Clerk III	**$22.70**
Housing Referral Assistant	**$27.99**
Message Courier	**$16.20**
Order Clerk I	**$20.76**
Order Clerk II	**$26.17**
Personnel Assistant (Employment) I	**$22.57**
Personnel Assistant (Employment) II	**$24.88**
Personnel Assistant (Employment) III	**$27.36**
Production Control Clerk	**$29.74**
Receptionist	**$18.16**
Rental Clerk	**$19.97**
Scheduler Maintenance	**$22.23**
Secretary I	**$22.23**
Secretary II	**$24.92**
Secretary III	**$27.99**
Service Order Dispatcher	**$21.27**
Supply Technician	**$32.27**
Survey Worker (interviewer)	**$19.97**
Travel Clerk I	**$16.88**
Travel Clerk II	**$17.81**
Travel Clerk III	**$18.68**
Word Processor I	**$19.53**
Word Processor II	**$22.00**
Word Processor III	**$23.69**

SIN 736-1: Administrative Support and Clerical Occupations
Philadelphia, VA - PRICE LIST

Skill Category	GSA Price
Accounting Clerk I	$20.06
Accounting Clerk II	$23.59
Accounting Clerk III	$25.78
Administrative Assistant	$33.50
Court Reporter	$26.62
Data Entry Operator I	$19.19
Data Entry Operator II	$21.50
Dispatcher, Motor Vehicle	$25.78
Document Preparation Clerk	$20.06
Duplicating Machine Operator	$20.06
General Clerk I	$19.83
General Clerk II	$20.64
General Clerk III	$24.06
Housing Referral Assistant	$30.47
Message Courier	$17.40
Order Clerk I	$20.06
Order Clerk II	$23.65
Personnel Assistant (Employment) I	$23.59
Personnel Assistant (Employment) II	$25.78
Personnel Assistant (Employment) III	$28.52
Production Control Clerk	$30.70
Receptionist	$22.05
Rental Clerk	$23.59
Scheduler Maintenance	$24.89
Secretary I	$24.89
Secretary II	$29.20
Secretary III	$30.47
Service Order Dispatcher	$23.75
Supply Technician	$33.50
Survey Worker (interviewer)	$25.48
Travel Clerk I	$19.18
Travel Clerk II	$19.96
Travel Clerk III	$21.07
Word Processor I	$22.36
Word Processor II	$24.66
Word Processor III	$27.10

SIN 736-1: Administrative Support and Clerical Occupations
WASHINGTON, DC - PRICE LIST

Skill Category	GSA Price
Accounting Clerk I	$21.19
Accounting Clerk II	$23.41
Accounting Clerk III	$27.24
Administrative Assistant	$33.98
Court Reporter	$27.24
Data Entry Operator I	$19.72
Data Entry Operator II	$21.23
Dispatcher, Motor Vehicle	$24.72
Document Preparation Clerk	$20.53
Duplicating Machine Operator	$20.53
General Clerk I	$21.10
General Clerk II	$23.18
General Clerk III	$27.65
Housing Referral Assistant	$31.46
Message Courier	$16.54
Order Clerk I	$22.43
Order Clerk II	$24.45
Personnel Assistant (Employment) I	$23.55
Personnel Assistant (Employment) II	$27.24
Personnel Assistant (Employment) III	$31.46
Production Control Clerk	$30.98
Receptionist	$19.79
Rental Clerk	$23.55
Scheduler Maintenance	$23.55
Secretary I	$25.42
Secretary II	$27.19
Secretary III	$31.46
Service Order Dispatcher	$23.84
Supply Technician	$33.98
Survey Worker (interviewer)	$27.24
Travel Clerk I	$18.94
Travel Clerk II	$20.17
Travel Clerk III	$21.45
Word Processor I	$21.15
Word Processor II	$23.55
Word Processor III	$27.24

SIN 736-2: AUTOMATIC DATA PROCESSING OCCUPATIONS
BALTIMORE, MD – PRICE LIST

Skill Category	GSA Price
Computer Operator I	**$25.01**
Computer Operator II	**$27.61**
Computer Operator III	**$30.42**
Computer Operator IV	**$33.45**
Computer Operator V	**$36.68**
Computer Programmer I	**$30.98**
Computer Programmer II	**$37.61**
Computer Programmer III	**$39.24**
Computer Programmer IV	**$39.24**
Computer Systems Analyst I	**$39.24**
Computer Systems Analyst II	**$39.24**
Computer Systems Analyst III	**$39.24**
Peripheral Equipment	**$25.01**
Personal Computer Support	**$33.45**

SIN 736-2: AUTOMATIC DATA PROCESSING OCCUPATIONS
NEW YORK, NY – PRICE LIST

Skill Category	GSA Price
Computer Operator I	**$25.52**
Computer Operator II	**$28.81**
Computer Operator III	**$31.24**
Computer Operator IV	**$38.35**
Computer Operator V	**$39.24**
Computer Programmer I	**$39.24**
Computer Programmer II	**$39.24**
Computer Programmer III	**$39.24**
Computer Programmer IV	**$39.24**
Computer Systems Analyst I	**$39.24**
Computer Systems Analyst II	**$39.24**
Computer Systems Analyst III	**$39.24**
Peripheral Equipment	**$25.52**
Personal Computer Support	**$38.35**

SIN 736-2: AUTOMATIC DATA PROCESSING OCCUPATIONS
NORFOLK, VA – PRICE LIST

Skill Category	GSA Price
Computer Operator I	**$21.33**
Computer Operator II	**$23.48**
Computer Operator III	**$25.99**
Computer Operator IV	**$29.46**
Computer Operator V	**$31.27**
Computer Programmer I	**$28.69**
Computer Programmer II	**$32.05**
Computer Programmer III	**$37.75**
Computer Programmer IV	**$39.24**
Computer Systems Analyst I	**$39.24**
Computer Systems Analyst II	**$39.24**
Computer Systems Analyst III	**$39.24**
Peripheral Equipment	**$21.33**
Personal Computer Support	**$29.46**

SIN 736-2: AUTOMATIC DATA PROCESSING OCCUPATIONS
PHILADELPHIA, PA – PRICE LIST

Skill Category	GSA Price
Computer Operator I	**$24.97**
Computer Operator II	**$27.54**
Computer Operator III	**$30.77**
Computer Operator IV	**$35.30**
Computer Operator V	**$38.73**
Computer Programmer I	**$32.13**
Computer Programmer II	**$38.98**
Computer Programmer III	**$39.24**
Computer Programmer IV	**$39.24**
Computer Systems Analyst I	**$39.24**
Computer Systems Analyst II	**$39.24**
Computer Systems Analyst III	**$39.24**
Peripheral Equipment	**$24.97**
Personal Computer Support	**$33.56**

SIN 736-2: AUTOMATIC DATA PROCESSING OCCUPATIONS
WASHINGTON, DC – PRICE LIST

Skill Category	GSA Price
Computer Operator I	**$25.01**
Computer Operator II	**$27.61**
Computer Operator III	**$30.42**
Computer Operator IV	**$33.45**
Computer Operator V	**$36.68**
Computer Programmer I	**$31.38**
Computer Programmer II	**$37.61**
Computer Programmer III	**$39.24**
Computer Programmer IV	**$39.24**
Computer Systems Analyst I	**$39.24**
Computer Systems Analyst II	**$39.24**
Computer Systems Analyst III	**$39.24**
Peripheral Equipment	**$25.01**
Personal Computer Support	**$33.45**

JOB DUTIES AND QUALIFICATIONS

SIN 736-1: Administrative Support and Clerical Occupations

Skill Category
Accounting Clerk I Performs accounting activities such as maintenance of the general ledger and preparation of various accounting statements and financial reports. Requires a high school diploma or its equivalent with 0-3 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 sound judgment.
Accounting Clerk II Performs accounting activities such as, maintenance of the general ledger and preparation of various accounting statements and financial reports. Requires a high school diploma or its equivalent with 2-5 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 experiences and judgment to plan and accomplish goals to perform a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required dependent judgment. Typically reports to a supervisor or manager.

Accounting Clerk III

Performs daily accounting activities such as, maintenance of the general ledger and preparation of various accounting statements and financial reports. Requires a high school diploma or its equivalent with at least 5 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 direct and lead the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.

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

Court Reporter

Documents court proceedings by using a stenotype machine. May require completion of a 2-4 year training program at a vocational school. 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.

Data Entry Operator I

Involves operation of keying machines for recording numeric and alphabetic data and the staging of such data to and from a computer for processing. Under the general direction of a Data Entry Operator II, work is received in the form of user requests and documents. This material is recorded, verified and prepared for processing. Duties and responsibilities include recording and verifying input data, preparing and routing data to the computer for processing, checking and dispersing customer products, providing internal records for auditing requests; identifying error or problem conditions and bringing them to the attention of the shift supervisor for investigation and resolution; general housekeeping and other clerical related work is performed as required.

Knowledge of the operation of key recording equipment such as card punches and key-to-disk; working knowledge of equipment and methods; ability to key a minimum 800 alphanumeric strokes in five minutes; ability to identify errors and inconsistencies; ability to perform with consistent accuracy from prescribed procedures; ability to perform related duties. High school graduation with 1-3 years of experience in data processing.

Data Entry Operator II

Work involves responsibility for key entering data from a variety of source documents with specific standards maintained for speed and accuracy. Operates a specialized alpha-numeric keyboard in order to key enter (or verify) source data onto (or from) a Mainframe computer. Logs in source documents, which contain data to be entered, as they are received. Enters specific codes into the computer terminal in order to call up the required entry screen needed to input information. Reviews a variety of source document types during entry for completeness and accuracy; interprets

and resolves simple problems involving incomplete data; refers more complex errors or omissions to supervisor. Assists entry level operators by answering routine questions, signing or logging work in or out, and forcing work that is otherwise not being accepted by the computer. Establish and maintain effective working relationships with supervisors and other employees High school graduation with 4-6 years of experience in data processing.

Dispatcher, Motor Vehicle

Assigns motor vehicles and drivers for conveyance of freight or passengers. Compiles list of available vehicles. Assigns vehicles according to factors, such as length and purpose of trip, freight or passenger requirements and preference of user. Issues keys, record sheets, and credential to drivers. Records time of departure, destination, cargo, and expected time of return. Investigates overdue vehicles. May confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise. May maintain record of mileage, fuel used, repairs made and other expenses. May establish service or delivery routes. May supervise loading and unloading. May issue equipment to drivers, such as hand trucks, dollies, and blankets. May direct activities of drivers, using two-way radio. May assign helpers to drivers. May work at vehicle distribution center and assign vehicles to customer agencies. May require completion of a 2-4 year training program at a vocational school.

Document Preparation Clerk

Collects, reviews, and prepares documents audits output data. May be expected to code documents. Identifies and resolves production related errors. Maintains and revises procedural lists, control records and coding schemes to process source documents. Requires a high school diploma or its equivalent and 1-3 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. A certain degree of creativity and latitude is required

Duplicating Machine Operator

Operates a photocopy machine to complete assignments ranging from producing single color forms, reading material and other documents to those requiring the merge of covers, text, indices and related items in single or multi-color. May perform all phases of equipment set-up, operation and routine maintenance of machine and its supplies. Requires a high school diploma or its equivalent with 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 manage

General Clerk I

Responsible for performing daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties, using a computer terminal, typewriter, and other word processors. Requires a high school diploma or its equivalent with 0-3 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

General Clerk II

Responsible for performing daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties, using a computer terminal, typewriter, and other word processors. Requires a high school diploma or its equivalent with 3-5 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.

General Clerk III

Responsible for performing daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties, using a computer terminal, typewriter, and other word processors. Requires a high school diploma or its equivalent with at least 5-7 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 direct and lead the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.

Housing Referral Assistant

Provides housing information to an organization's employees moving to a new location. Contacts individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers and Chambers of Commerce by phone and correspondence to obtain listings of rental or sale properties, possible future prospects of housing, and to develop a working relationship with the housing referral service. Compiles listings of houses, apartments and mobile homes which may be rented and properties which may be purchased. Periodically, communicates with contacts to update listings. Ensures that property owners are in compliance with nondiscrimination policy. Counsel applicants with regard to special circumstances, e.g. medical or financial hardships, and availability of housing that will meet applicants' needs. Provides information regarding community services. Searches files, places telephone calls and makes referrals. Furnishes information to inquirer interested in home purchase regarding locations, owners, agents, price ranges, loans and other related information. Maintains daily records of office activities, including number of applicants, number placed, and agents solicited or listed. Schedules appointments for housing inspectors. Prepares reports, as required, and replies to complaints, investigations and letters of inquiry.

Message Courier

Drives automobile or light truck to deliver messages, documents, packages and mail to various business concerns or governmental agencies. May transport office personnel and visitors, and perform miscellaneous errands, such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and keep a log of items received and delivered. May deliver items to offices and departments within an establishment. Requires a high school diploma or its equivalent with 0-2 years of experience in the field or in a related area

Order Clerk I

Receives and processes orders for materials and merchandise. Requires a high school diploma or its equivalent with 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.

Order Clerk II

Receives and processes orders for materials and merchandise. Requires a high school diploma or its equivalent with 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 experiences 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.

Personnel Assistant (Employment) I

Provides support in functional areas of a human resources department, which may include recruitment and employment, personnel records, employee and/or labor relations, job evaluation, compensation management, benefits administration, organization development and training. May require an associate's degree in a related area with 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.

Personnel Assistant (Employment) II

Provides support in functional areas of a human resources department, which may include recruitment and employment, personnel records, employee and/or labor relations, job evaluation, compensation management, benefits administration, organization development and training. May require an associate's degree in a related area with 2-4 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.

Personnel Assistant (Employment) III

Provides support in functional areas of a human resources department, which may include recruitment and employment, personnel records, employee and/or labor relations, job evaluation, compensation management, benefits administration, organization development and training. May require an associate's degree in a related area with 4-6 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.

Production Control Clerk

Collects, reviews, and controls the production of documents. May be expected to code data and input data for computer processing. Identifies and resolves production related errors. Maintains and revises procedural lists, control records and coding schemes to process source data. Requires a high school diploma or its equivalent and at least 5 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 directly to a supervisor. A wide degree of creativity and latitude is expected.

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.

Rental Clerk

Receives orders for services, such as rentals, repairs, dry-cleaning, and storage. May be responsible for computing cost and accepting payment. Requires a high school diploma or its equivalent with 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

Scheduler (Maintenance)

Plans and establishes production schedules. Monitors materials inventories, tracks progress of production, and reviews factors which affect schedules. Requires a high school diploma with 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.

Secretary I

Schedules appointments, gives information to callers, takes dictation, and otherwise relieves officials of clerical work and minor administrative and business detail. Requires a high school diploma with 3-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on 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.

Secretary II

Handles a wide variety of situations and conflicts involving the clerical or administrative functions of the office which often cannot be brought to the attention of the executive. The executive sets the overall objectives of the work. Requires a high school diploma with 5-8 years of experience in the field or in a related area. Secretary may participate in developing the work deadlines. Duties include Composes correspondence requiring some understanding of technical matters; may sign for executive when technical or policy content has been authorized; Notes commitments made by executive during meetings and arranges for staff implementation. On own initiative, arranges for staff member to represent organization at conferences and meetings, establishes appointment priorities, or reschedules or refuses appointments or invitations; Reads outgoing correspondence for executive's approval and alerts writers to any conflict with the file or departure from policies or executive's viewpoints; gives advice to resolve the problems; Summarizes the content of incoming materials, specially gathered information, or meetings to assist executive; coordinates the new information with background office sources; draws attention to important parts or conflicts; In the executive's absence, ensures that requests for action or information are relayed to the appropriate staff member; as needed, interprets request and helps implement action; makes sure that information is furnished in timely manner; decides

Secretary III

Acts as office manager for the executive's organization, e.g., determines when new procedures are needed for changing situations and devises and implements alternatives; revises or clarifies procedures to eliminate conflict or duplication; identifies and resolves various problems that affect the orderly flow of work in transactions with parties outside the organization. Requires a high school diploma with 8-10 years of experience in the field or in a related area.

Prepares agenda for conferences; explains discussion topics to participants; drafts introductions and develops background information and prepares outlines for executive or staff member(s) to use in writing speeches.

Advises individuals outside the organization on the executive's views on major policies or current issues facing the organization; contacts or responds to contact from high-ranking outside officials (e.g., city or State officials, members of Congress, presidents of national unions or large national or international firms, etc.) in unique situations. These officials may be relatively inaccessible, and each contact typically must be handled differently, using judgment and discretion.

Service Order Dispatcher

Assigns drivers and vehicles to convey freight or passengers. Requires a high school diploma with at least 4 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 direct and lead the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.

Supply Technician

Performs limited aspects of technical supply management work related to depot, local, or other supply activities. Work usually is segregated by commodity area or function, and controlled in terms of difficulty, complexity, or responsibility. Assignments usually relate to stable or standardized segments of technical supply management operations; or to functions or subjects that are narrow in scope or limited in difficulty. The work generally involves individual case problems or supply actions. This work may require consideration of program requirements, together with specific variations in or from standardized guidelines. Assignments require (a) a good working knowledge of the governing supply systems, programs, policies, nomenclature, work methods, manuals, or other established guidelines; (b) an understanding of the needs of the organization serviced; and (c) analytical ability to define or recognize the dimension of the problems involved, to collect the necessary data, to establish the facts, and to take or recommend action based upon application or interpretation of established guidelines. Requires a high school diploma with 2-4 years of experience in the field or in a related area

Survey Worker (interviewer)

Interviews people to obtain information on topics such as public issues or consumer buying habits. Contacts people at home or place of business or by telephone following specified sampling procedures, or approaches them at random on street. Requires a high school diploma with 2-4 years of experience in the field or in a related area Asks questions relative to items on form or questionnaire, records answers, and assists persons in filling out forms. May review, sort, classify and file forms according to specified procedures and criteria. May participate in Federal, state or local census surveys.

Travel Clerk I

Provides basic travel information to customers inquiring about fares, routes, and accommodations. May require a high school diploma or its equivalent with 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.

Travel Clerk II

Provides basic travel information to customers inquiring about fares, routes, and accommodations. May require a high school diploma or its equivalent with 2-4 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

Travel Clerk III

Provides basic travel information to customers inquiring about fares, routes, and accommodations. May require a high school diploma or its equivalent with 5 plus 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

Word Processor I

Utilizes the full scope of sophisticated work processing equipment to prepare complex typed documents. Confers with user departments to plan new projects and explores equipment capabilities to ensure maximum quality of the output. Requires a high school diploma with 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

Word Processor II

Utilizes the full scope of sophisticated work processing equipment to prepare complex typed documents. Confers with user departments to plan new projects and explores equipment capabilities to ensure maximum quality of the output. Requires a high school diploma with 2-5 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. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager

Word Processor III

Utilizes the full scope of sophisticated work processing equipment to prepare complex typed documents. Confers with user departments to plan new projects and explores equipment capabilities to ensure maximum quality of the output. Requires a high school diploma with 5-8 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. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager

JOB DUTIES AND QUALIFICATIONS

SIN 736-2: AUTOMATIC DATA PROCESSING OCCUPATIONS

Computer Operator I Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tapes and printer paper for operating runs. Observes peripheral equipment and error messages displayed on monitor of terminal to detect faulty output or machine stoppage. May require an associate's degree or its equivalent and 0-3 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 project leader or manager
Computer Operator II Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tapes and printer paper for operating runs. Observes peripheral equipment and error messages displayed on monitor of terminal to detect faulty output or machine stoppage. May require an associate's degree or its equivalent and at least 2-5 years of experience as a computer operator. 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 directly to a project lead or manager. A wide degree of creativity and latitude is expected.
Computer Operator III Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tapes and printer paper for operating runs. Observes peripheral equipment and error messages displayed on monitor of terminal to detect faulty output or machine stoppage. May require an associate's degree or its equivalent and 6-8 years of experience as a computer operator. 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 project leader or manager. A certain degree of creativity and latitude is required
Computer Operator IV Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tapes and printer paper for operating runs. Observes peripheral equipment and error messages displayed on monitor of terminal to detect faulty output or machine stoppage. May require an associate's degree or its

equivalent and 7-10 years of experience as a computer operator. 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 project leader or manager. A certain degree of creativity and latitude is required.

Computer Operator V

The Computer Operator V resolves a variety of difficult operating problems (e.g. making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may materially alter the computer unit's production plans. This operator may spend considerable time away from the control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists with resolution of problems.

Computer Programmer I

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. May require an associate's degree in a related area and 0-3 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 project leader or manager.

Computer Programmer II

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. May require an associate's degree in a related area and 3-5 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 project leader or manager.

Computer Programmer III

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. May require an associate's degree in a related area and 5-7years 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 project leader or manager.

Computer Programmer IV

The Computer Programmer IV applies expertise in programming procedures to complex programs; recommends the redesign of programs, investigates and analyzes feasibility and program requirements, and develops programming specifications. Assigned programs typically affect a broad multi-user computer system which meets the data processing needs of a broad area (e.g., manufacturing, logistics planning, finance management, human resources, or material management) or a computer system for a project in engineering, research, accounting, statistics, etc. This Programmer plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements, which are usually from different sources; solves difficult programming problems, and uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.
This Programmer performs such duties as: developing, modifying, and maintains complex programs; designs and implements the interrelations of files and records within programs which will effectively fit into the overall design of the project; works with problems or concepts and develops programs for the solution to major scientific computational problems requiring the analysis and development of logical or mathematical descriptions of functions to be programmed; and develops occasional special programs, e.g. a critical path analysis program to assist in managing a special project. This Worker tests, documents, and writes operating instructions for all work, confers with other EDP personnel to secure information, investigate and resolve problems, and coordinates work efforts.
In addition, this incumbent performs such programming analyses as: investigating the feasibility of alternate program design approaches to determine the best balanced solution, e.g., one that will best satisfy immediate user needs, facilitate subsequent modification, and conserve resources. Duties include the following: assisting user personnel in defining problems or needs, determining work organization on typical maintenance projects and smaller scale, working on limited new projects, the necessary files and records, and their interrelation with the program or working on large or more complicated projects, and participating as a team member along with other EDP personnel and users, holding responsibility for a portion of the project.

The Computer Programmer IV works independently under overall objectives and direction, apprising the supervisor about progress and unusual complications and modifying and adapting precedent solutions and proven approaches. Guidelines include constraints imposed by the related programs with which the incumbent's programs must be meshed. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. This Worker may function as team leader or supervise a few lower level programmers or technicians on assigned work.

Computer Systems Analyst I

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May require a bachelor's degree in a related area and 0-3 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 project leader or manager.

Computer Systems Analyst II

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May require a bachelor's degree in a related area and 0-3 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 project leader or manager

Computer Systems Analyst III

Reviews, analyzes, develops, installs, and modifies computer operating systems. Analyzes and resolves problems associated with operating systems. Detects, diagnoses, and reports related problems. 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. Typically reports to a manager or head of a unit/department.

Peripheral Equipment

Operator Operates peripheral equipment which directly supports digital computer operations. Such equipment is uniquely and specifically designed for computer applications, but need not be physically or electronically connected to a computer. Printers, plotters, card readers/punchers, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment.

- Loading printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy;
- Labeling tape reels, disks or card decks;
- Checking labels and mounting and dismounting designated tape reels or disks on specified units or drives;
- Setting controls which regulate operation of the equipment;
- Observing panel lights for warnings and error indications and taking appropriate action;
- Examining tapes, cards, or other material for creases, tears, or other defects which could cause processing problems.

Excludes workers (1) who monitor and operate a control console or a remote terminal, or (2) whose duties are limited to operating decollators, busters, separators, or similar equipment. May require an associate's degree or its equivalent and 0-3 years of experience in the field or in a related area
Personal Computer Support Installs, configures, and maintains a variety of computer equipment including computer terminals, printers, modems, personal computers and data communications equipment. Determines source and nature of computer malfunction using diagnostic and application software. Adjusts, repairs, and replaces malfunctioning equipment. Serves as a principal source of information on equipment problems. Drives vehicle for pickup and delivery of equipment. Maintains inventory of supplies and equipment. Performs additional functions incidental to computer support activities. May require a Associates degree in a related field or equivalent and 0-3 years of experience in the field.