

**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.gsadvantage.gov>.

**SCHEDULE TITLE:** 736 - Temporary Administrative and Professional Staffing Services (TAPS)  
FSC Group: 736

**Contract No. GS-07F-0288U**

**CONTRACT PERIOD:** April 15, 2008 through April 14, 2013

For more information on ordering from the Federal Supply Schedule for Temporary, Administrative and Professional Staffing Services click on the Ordering Procedures button at <http://www.gsa.gov/tempseervices>.

**CONTRACTOR:** Silver & Associates, Incorporated  
7322 Southwest Freeway, Suite 400  
Houston, TX 77074-2010  
Phone number: 713.777.7402  
Fax number: 713.777.5119  
E-Mail: [silverin@silverin.com](mailto:silverin@silverin.com)  
Web Site: <http://www.silverstaffing.net>

**CONTRACTOR'S ADMINISTRATION SOURCE:** William Silver, President

**BUSINESS SIZE:** Small Disadvantage Owned Business

**CUSTOMER INFORMATION:**

**1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

SIN	DESCRIPTION
736-1	Administrative Support and Clerical Occupation
736-2	Automatic Data Processing Occupations
736-3	General Services and Support Occupations
736-5	Technical and Professional Occupations

**1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:** Not Applicable

**1c. HOURLY RATES AND DESCRIPTION OF ALL CORRESPONDING COMMERCIAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY, AND EDUCATION:** All hourly rates shown are firm fixed price. See the following price list for hourly rates by location and labor category. See the Job Descriptions provided after the pricing information.

**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:**

Los Angeles, CA, Los Angeles County	Wage Determination:	05-2047	Revision:	4	Dated:	07/24/2007
Oakland, CA, Alameda County	Wage Determination:	05-2051	Revision:	4	Dated:	07/31/2007
Riverside County, CA	Wage Determination:	05-2053	Revision:	5	Dated:	07/24/2007
Sacramento, CA, Sacramento County	Wage Determination:	05-2055	Revision:	4	Dated:	08/31/2007
San Diego, CA, San Diego County	Wage Determination:	05-2057	Revision:	4	Dated:	05/29/2007
San Francisco, CA, San Francisco County	Wage Determination:	05-2059	Revision:	5	Dated:	07/31/2007

San Jose, CA, Santa Clara County	Wage Determination: 05-2061	Revision: 4	Dated: 07/31/2007
Ventura, CA, Venture County	Wage Determination: 05-2071	Revision: 4	Dated: 07/24/2007
Atlanta, GA, Fulton County	Wage Determination: 05-2133	Revision: 3	Dated: 10/04/2007
New Orleans, LA, Orleans Parish	Wage Determination: 05-2233	Revision: 4	Dated: 05/29/2007
Dallas, TX, Dallas County	Wage Determination: 05-2509	Revision: 4	Dated: 08/21/2007
Fort Worth, TX, Tarrant County	Wage Determination: 05-2513	Revision: 4	Dated: 08/21/2007
Houston, TX, Harris County	Wage Determination: 05-2515	Revision: 4	Dated: 08/16/2007
San Antonio, TX, Bexar County	Wage Determination: 05-2521	Revision: 4	Dated: 09/26/2007

5. **POINT(S) OF PRODUCTION:** Not Applicable
6. **DISCOUNT FROM LIST PRICES:** Not Applicable
7. **QUANTITY DISCOUNT(S):** None.
8. **PROMPT PAYMENT TERMS:** 2%/10; 1%/15; Net/30.
- 9a. **Government Purchase Cards are accepted at or below the micro-purchase threshold.**
- 9b. **Government Purchase Cards are not accepted above the micro-purchase threshold.**
10. **FOREIGN ITEMS:** None
- 11a. **TIME OF DELIVERY:** Not Applicable
- 11b. **EXPEDITED DELIVERY:** Not Applicable
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** Not Applicable
- 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:** NOT APPLICABLE
- 13a. **ORDERING ADDRESS:**  
7322 Southwest Freeway, Suite 400  
Houston, TX 77074-2010
14. **PAYMENT ADDRESS:**  
7322 Southwest Freeway, Suite 400  
Houston, TX 77074-2010
15. **WARRANTY PROVISION:** Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.
16. **EXPORT PACKING CHARGES:** Not Applicable
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** Not Applicable
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** Not Applicable
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** Not Applicable
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** Not Applicable
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** Not Applicable
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** Not Applicable
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** Not Applicable
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** Not Applicable
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable
- 24b. **Section 508 Compliance for EIT:** Not Applicable

25. **DUNS NUMBER:** 052856183

26. **NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:** Contractor has an Active Registration in the CCR database.

**Silver and Associates Inc.**

**OFFERS**

**A. Evergreen Contracting**

**B. Blanket Purchase Agreement (BPA)**

## Silver &amp; Associates Consulting Inc

## OFFERS

## A. Evergreen Contracting

## B. Blanket Purchase Agreement (BPA)

SIN	Skill Category	Los Angeles	San Diego County	Ventura County	San Jose	Alameda County	San Francisco County
<b>736-1</b>	<b>Administrative Support and Clerical Occupations</b>						
	Accounting Clerk I	\$25.24	\$25.84	\$25.24	\$28.24	\$28.24	\$28.24
	Accounting Clerk II	\$27.92	\$28.64	\$27.96	\$31.31	\$31.31	\$31.31
	Accounting Clerk III	\$30.92	\$31.64	\$30.92	\$35.52	\$35.52	\$35.52
	Administrative Assistant	\$41.81	\$41.72	\$41.81	\$48.74	\$48.74	\$47.86
	Court Reporter	\$31.53	\$31.62	\$31.53	\$34.92	\$36.62	\$36.17
	Data Entry Operator I	\$20.92	\$22.98	\$22.03	\$27.36	\$27.36	\$27.36
	Data Entry Operator II	\$23.59	\$24.41	\$23.76	\$29.56	\$29.56	\$29.56
	Dispatcher, Motor Vehicle	\$38.41	\$30.98	\$38.41	\$38.07	\$42.90	\$42.72
	Document Preparation Clerk	\$24.41	\$24.44	\$24.41	\$28.23	\$27.35	\$27.57
	Duplicating Machine Operator	\$24.09	\$24.44	\$24.09	\$28.23	\$27.35	\$27.57
	General Clerk I	\$19.99	\$22.54	\$20.26	\$28.13	\$28.13	\$28.13
	General Clerk II	\$26.64	\$25.18	\$26.44	\$30.40	\$30.40	\$30.40
	General Clerk III	\$29.39	\$27.88	\$29.39	\$33.64	\$34.58	\$34.00
	Housing Referral Assistant	\$34.97	\$35.10	\$34.97	\$44.14	\$44.14	\$43.45
	Order Clerk I	\$28.65	\$22.87	\$28.65	\$27.71	\$27.71	\$27.71
	Order Clerk II	\$30.96	\$26.12	\$30.96	\$29.94	\$29.94	\$29.94
	Personnel Assistant (Employment) I	\$27.60	\$27.77	\$27.60	\$31.47	\$31.65	\$31.47
	Personnel Assistant (Employment) II	\$32.24	\$32.72	\$30.81	\$34.83	\$34.83	\$34.83
	Personnel Assistant (Employment) III	\$38.18	\$37.74	\$34.23	\$38.93	\$38.93	\$38.93
	Production Control Clerk	\$36.31	\$35.40	\$36.31	\$40.79	\$40.79	\$40.79
	Receptionist	\$25.99	\$22.17	\$25.99	\$28.71	\$28.71	\$28.71
	Rental Clerk	\$26.92	\$26.62	\$26.62	\$28.48	\$32.22	\$33.73
	Scheduler, Maintenance	\$29.66	\$27.88	\$26.92	\$34.30	\$36.58	\$36.58
	Secretary I	\$29.66	\$27.88	\$29.66	\$34.30	\$36.58	\$36.58
	Secretary II	\$32.82	\$31.01	\$32.82	\$39.91	\$39.91	\$39.91
	Secretary III	\$37.61	\$35.10	\$37.61	\$46.15	\$46.15	\$46.15
	Service Order Dispatcher	\$33.90	\$28.71	\$33.90	\$31.01	\$36.23	\$42.09
	Supply Technician	\$	\$	\$	\$	\$	\$
	Survey Worker (Interviewer)	\$31.53	\$30.98	\$31.53	\$31.42	\$37.57	\$34.23
	Travel Clerk I	\$24.17	\$22.38	\$21.69	\$26.42	\$26.42	\$26.42
	Travel Clerk II	\$26.03	\$24.16	\$22.98	\$29.33	\$29.33	\$29.33
	Travel Clerk III	\$27.72	\$25.93	\$24.05	\$32.63	\$32.63	\$32.63
	Word Processor I	\$26.81	\$23.10	\$26.81	\$34.26	\$34.26	\$34.26
	Word Processor II	\$29.71	\$27.66	\$29.71	\$38.07	\$38.07	\$38.07
	Word Processor III	\$32.68	\$33.01	\$32.68	\$42.22	\$42.22	\$42.22

Silver & Associates Consulting Inc  
OFFERS

A. Evergreen Contracting

B. Blanket Purchase Agreement (BPA)

<b>736-2 Automatic Data Processing Occupations</b>							
	<b>Skill Category</b>	<b>Los Angeles</b>	<b>San Diego County</b>	<b>Ventura County</b>	<b>San Jose</b>	<b>Alameda County</b>	<b>San Francisco County</b>
	Computer Operator I	\$28.51	\$27.77	\$28.51	\$33.32	\$33.32	\$33.32
	Computer Operator II	\$31.53	\$30.68	\$31.53	\$36.91	\$36.91	\$36.91
	Computer Operator III	\$36.31	\$33.84	\$36.31	\$40.79	\$40.79	\$40.79
	Computer Operator IV	\$40.58	\$37.41	\$40.58	\$44.06	\$44.06	\$44.06
	Computer Operator V	\$44.61	\$41.07	\$44.61	\$46.61	\$46.61	\$44.06
	Computer Programmer I	\$35.77	\$41.07	\$35.16	\$40.40	\$40.40	\$40.40
	Computer Programmer II	\$43.54	\$45.36	\$43.54	\$46.61	\$46.61	\$46.61
	Computer Programmer III	\$46.61	\$46.61	\$46.61	\$46.61	\$46.61	\$46.61
	Computer Programmer IV	\$46.61	\$46.61	\$46.61	\$46.61	\$46.61	\$46.61
	Computer Systems Analyst I	\$46.61	\$46.61	\$46.61	\$46.61	\$46.61	\$46.61
	Computer Systems Analyst II	\$46.61	\$46.61	\$46.61	\$46.61	\$46.61	\$46.61
	Computer Systems Analyst III	\$46.61	\$46.61	\$46.61	\$46.61	\$46.61	\$46.61
	Peripheral Equipment Operator	\$28.51	\$27.77	\$28.51	\$33.32	\$33.32	\$33.32
	Personal Computer Support Tech	\$40.58	\$37.41	\$40.58	\$44.06	\$44.06	\$44.06
<b>736-3 General Services and Support</b>							
	Forklift Operator	\$25.92	\$27.83	\$24.743	\$27.39	\$31.14	\$31.14
	Material Coordinator	\$39.86	\$35.41	\$33.20	\$37.05	\$37.66	\$39.86
	Material Handling Laborer	\$23.65	\$23.73	\$23.65	\$27.33	\$29.42	\$29.42
	Order Filler	\$24.08	\$21.29	\$23.09	\$26.39	\$24.86	\$27.25
	Shipping Packer	\$25.68	\$25.26	\$25.68	\$28.09	\$30.71	\$31.15
	Shipping/Receiving Clerk	\$25.68	\$25.26	\$25.68	\$28.09	\$30.71	\$31.15
	Store Worker I	\$19.69	\$20.46	\$19.69	\$23.76	\$23.76	\$23.76
	Stock Clerk	\$26.75	\$25.92	\$26.75	\$31.50	\$31.50	\$23.76
	Tools and Parts Attendant	\$25.92	\$27.83	\$25.02	\$27.39	\$31.14	\$31.14
	Warehouse Specialist	\$25.92	\$27.83	\$25.02	\$27.39	\$31.14	\$31.14
<b>736-5 Technical and Professional Occupations</b>							
	Civil Engineering Technician	\$44.39	\$43.89	\$48.00	\$45.05	\$44.80	\$44.80
	Drafter/CAD Operator I	\$37.63	\$29.61	\$36.15	\$39.28	\$40.41	\$39.17
	Drafter/CAD Operator II	\$41.73	\$35.22	\$40.08	\$44.53	\$43.08	\$43.45
	Drafter/CAD Operator III	\$46.13	\$38.92	\$44.29	\$49.31	\$47.67	\$47.67
	Drafter/CAD Operator IV	\$56.05	\$43.74	\$53.19	\$53.18	\$57.92	\$57.92
	Engineering Technician I	\$31.64	\$29.11	\$31.65	\$30.57	\$30.29	\$30.57
	Engineering Technician II	\$35.14	\$32.28	\$35.14	\$33.60	\$33.60	\$33.60
	Engineering Technician III	\$38.95	\$35.87	\$38.95	\$37.22	\$37.22	\$37.22
	Engineering Technician IV	\$47.47	\$43.68	\$47.47	\$45.35	\$45.35	\$45.35
	Engineering Technician V	\$58.02	\$52.74	\$58.02	\$54.75	\$54.75	\$54.75
	Engineering Technician VI	\$68.74	\$63.13	\$68.74	\$65.58	\$65.58	\$65.58
	Environmental Technician	\$39.20	\$35.95	\$39.20	\$43.52	\$45.85	\$43.52
	Laboratory Technician	\$36.25	\$35.51	\$36.25	\$37.63	\$39.77	\$39.77
	Paralegal/Legal Assistant I	\$39.20	\$31.89	\$43.89	\$35.74	\$35.74	\$35.74
	Paralegal/Legal Assistant II	\$39.20	\$38.76	\$39.20	\$43.52	\$43.52	\$43.52

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	Paralegal/Legal Assistant III	\$47.23	\$46.72	\$47.23	\$52.53	\$52.53	\$52.53
	Paralegal/Legal Assistant IV	\$56.48	\$55.85	\$56.48	\$63.89	\$62.89	\$62.89
	Technical Writer II	\$43.21	\$43.81	\$44.29	\$52.00	\$50.16	\$50.22
	Technical Writer III	\$51.60	\$52.33	\$52.93	\$62.25	\$59.37	\$60.09

SIN	Skill Category	Riverside County	Sacramento County
<b>736-1</b>	<b><i>Administrative Support and Clerical Occupations</i></b>		
	Accounting Clerk I	\$25.24	\$26.33
	Accounting Clerk II	\$27.96	\$27.93
	Accounting Clerk III	\$30.92	\$30.88
	Administrative Assistant	\$41.81	\$41.39
	Court Reporter	\$31.53	\$30.41
	Data Entry Operator I	\$20.92	\$24.41
	Data Entry Operator II	\$22.87	\$26.34
	Dispatcher, Motor Vehicle	\$38.41	\$30.41
	Document Preparation Clerk	\$24.41	\$26.33
	Duplicating Machine Operator	\$24.09	\$26.33
	General Clerk I	\$19.99	\$23.37
	General Clerk II	\$26.64	\$25.43
	General Clerk III	\$29.39	\$36.01
	Housing Referral Assistant	\$34.97	\$36.01
	Order Clerk I	\$28.12	\$24.82
	Order Clerk II	\$30.96	\$26.83
	Personnel Assistant (Employment) I	\$27.60	\$29.31
	Personnel Assistant (Employment) II	\$30.51	\$32.79
	Personnel Assistant (Employment) III	\$33.65	\$34.63
	Production Control Clerk	\$36.31	\$34.63
	Receptionist	\$25.99	\$22.98
	Rental Clerk	\$26.92	\$27.27
	Scheduler, Maintenance	\$29.66	\$28.24
	Secretary I	\$29.66	\$28.24
	Secretary II	\$32.82	\$31.23
	Secretary III	\$37.61	\$36.01
	Service Order Dispatcher	\$33.90	\$28.26
	Survey Worker (Interviewer)	\$31.53	\$30.41
	Travel Clerk I	\$21.94	\$22.98
	Travel Clerk II	\$23.23	\$24.49
	Travel Clerk III	\$24.44	\$26.07
	Word Processor I	\$26.40	\$25.79
	Word Processor II	\$29.71	\$27.52
	Word Processor III	\$32.68	\$30.41
<b>736-2</b>	<b><i>Automatic Data Processing Occupations</i></b>		
<b>SIN</b>	<b>Skill Category</b>		
	Computer Operator I	\$28.51	\$28.73
	Computer Operator II	\$31.53	\$31.76
	Computer Operator III	\$36.31	\$35.03

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	Computer Operator IV	\$40.58	\$38.59
	Computer Operator V	\$44.61	\$42.39
	Computer Programmer I	\$35.16	\$36.78
	Computer Programmer II	\$42.80	\$43.93
	Computer Programmer III	\$46.61	\$46.61
	Computer Programmer IV	\$46.61	\$46.61
	Computer Systems Analyst I	\$46.61	\$46.61
	Computer Systems Analyst II	\$46.61	\$46.61
	Computer Systems Analyst III	\$46.61	\$46.61
	Peripheral Equipment Operator	\$28.51	\$28.73
	Personal Computer Support Tech	\$40.58	\$38.59
<b>736-3</b>	<b><i>General Services and Support</i></b>		
	Forklift Operator	\$26.10	\$27.58
	Material Coordinator	\$31.95	\$34.25
	Material Handling Laborer	\$28.71	\$22.93
	Order Filler	\$25.46	\$26.26
	Shipping Packer	\$25.68	\$23.94
	Shipping/Receiving Clerk	\$25.68	\$23.94
	Store Worker I	\$19.69	\$21.20
	Stock Clerk	\$26.75	\$27.71
	Tools and Parts Attendant	\$26.10	\$27.58
	Warehouse Specialist	\$26.10	\$27.58
<b>736-5</b>	<b><i>Technical and Professional Occupations</i></b>		
	Civil Engineering Technician	\$41.06	\$42.01
	Drafter/CAD Operator I	\$35.25	\$32.72
	Drafter/CAD Operator II	\$39.53	\$37.27
	Drafter/CAD Operator III	\$43.18	\$40.05
	Drafter/CAD Operator IV	\$52.41	\$47.96
	Engineering Technician I	\$31.64	\$26.40
	Engineering Technician II	\$35.14	\$29.25
	Engineering Technician III	\$38.95	\$32.35
	Engineering Technician IV	\$47.47	\$39.31
	Engineering Technician V	\$58.02	\$49.04
	Engineering Technician VI	\$68.74	\$58.66
	Environmental Technician	\$39.20	\$35.95
	Laboratory Technician	\$36.25	\$33.86
	Paralegal/Legal Assistant I	\$32.25	\$32.93
	Paralegal/Legal Assistant II	\$39.20	\$38.70
	Paralegal/Legal Assistant III	\$47.23	\$46.62
	Paralegal/Legal Assistant IV	\$56.48	\$55.72
	Technical Writer II	\$41.12	\$48.54
	Technical Writer III	\$49.56	\$58.05

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SIN	Skill Category	Atlanta, GA	New Orleans, LA
<b>736-1</b>	<b><u>Administrative Support and Clerical Occupations</u></b>		
	Accounting Clerk I	\$23.86	\$22.21
	Accounting Clerk II	\$25.79	\$25.55
	Accounting Clerk III	\$28.48	\$28.21
	Administrative Assistant	\$41.29	\$37.41
	Court Reporter	\$36.09	\$33.18
	Data Entry Operator I	\$23.15	\$19.96
	Data Entry Operator II	\$25.84	\$22.68
	Dispatcher, Motor Vehicle	\$33.29	\$31.37
	Document Preparation Clerk	\$22.90	\$21.89
	Duplicating Machine Operator	\$22.90	\$21.89
	General Clerk I	\$21.06	\$18.34
	General Clerk II	\$25.08	\$19.72
	General Clerk III	\$26.80	\$22.66
	Housing Referral Assistant	\$37.53	\$32.11
	Order Clerk I	\$22.39	\$19.96
	Order Clerk II	\$25.04	\$23.15
	Personnel Assistant (Employment) I	\$25.84	\$21.89
	Personnel Assistant (Employment) II	\$29.80	\$27.44
	Personnel Assistant (Employment) III	\$33.05	\$29.71
	Production Control Clerk	\$32.60	\$31.87
	Receptionist	\$22.96	\$17.32
	Rental Clerk	\$23.68	\$22.68
	Scheduler, Maintenance	\$28.38	\$26.39
	Secretary I	\$26.25	\$26.39
	Secretary II	\$30.49	\$28.95
	Secretary III	\$34.41	\$32.11
	Service Order Dispatcher	\$28.13	\$28.10
	Survey Worker (Interviewer)	\$27.10	\$23.73
	Travel Clerk I	\$23.45	\$21.22
	Travel Clerk II	\$25.30	\$22.32
	Travel Clerk III	\$26.99	\$23.37
	Work Processor I	\$22.91	\$23.15
	Word Processor II	\$25.84	\$26.88
	Word Processor III	\$29.19	\$30.11
<b>736-2</b>	<b><u>Automatic Data Processing Occupations</u></b>		
	Computer Operator I	\$28.37	\$23.34
	Computer Operator II	\$32.09	\$25.85
	Computer Operator III	\$35.43	\$29.34
	Computer Operator IV	\$39.01	\$32.22
	Computer Operator V	\$44.26	\$35.40
	Computer Programmer I	\$39.04	\$51.37
	Computer Programmer II	\$39.36	\$38.90
	Computer Programmer III	\$46.61	\$46.61
	Computer Programmer IV	\$46.61	\$46.61

Silver & Associates Consulting Inc  
OFFERS

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B. Blanket Purchase Agreement (BPA)

	Computer Systems Analyst I	\$46.61	\$43.37
	Computer Systems Analyst II	\$46.61	\$46.61
	Computer Systems Analyst III	\$46.61	\$46.61
	Peripheral Equipment Operator	\$28.37	\$23.34
	Personal Computer Support Tech	\$39.01	\$32.22
<b>736-3</b>	<b><i>General Services and Support</i></b>		
	Forklift Operator	\$26.36	\$24.50
	Janitor	\$20.30	\$17.19
	Grounds Maintenance Laborer	\$19.80	\$17.44
	Material Coordinator	\$32.60	\$31.87
	Material Handling Laborer	\$23.64	\$25.65
	Order Filler	\$21.84	\$19.41
	Shipping Packer	\$24.17	\$21.84
	Shipping/Receiving Clerk	\$24.17	\$21.84
	Store Worker I	\$21.23	\$16.75
	Stock Clerk	\$26.59	\$22.08
	Tools and Parts Attendant	\$26.36	\$24.50
	Warehouse Specialist	\$26.36	\$24.50
	Electrician (Maintenance)	\$37.28	\$34.85
	Electronics Technician Maintenance I	\$30.46	\$36.43
	Electronics Technician Maintenance II	\$40.14	\$38.19
	Electronics Technician Maintenance III	\$44.03	\$40.25
	General Maintenance Worker	\$28.40	\$25.85
	Machinery Maintenance Mechanic	\$33.97	\$36.09
	Maintenance Machinist	\$31.98	\$32.49
	Pipefitter (Maintenance)	\$35.00	\$31.31
	Plumber (Maintenance)	\$33.48	\$29.78
<b>736-5</b>	<b><i>Technical and Professional Occupations</i></b>		
	Cartographic Technician	\$40.16	\$40.00
	Civil Engineering Technician	\$32.41	\$36.95
	Drafter/CAD Operator I	\$32.00	\$29.96
	Drafter/CAD Operator II	\$33.13	\$33.78
	Drafter/CAD Operator III	\$36.13	\$36.29
	Drafter/CAD Operator IV	\$43.85	\$40.00
	Engineering Technician I	\$27.21	\$28.13
	Engineering Technician II	\$33.54	\$30.74
	Engineering Technician III	\$35.69	\$34.14
	Engineering Technician IV	\$41.26	\$40.69
	Engineering Technician V	\$49.73	\$49.07
	Engineering Technician VI	\$56.08	\$54.39
	Environmental Technician	\$38.95	\$39.22
	Laboratory Technician	\$31.17	\$37.47
	Paralegal/Legal Assistant I	\$32.66	\$29.99
	Paralegal/Legal Assistant II	\$38.93	\$38.59
	Paralegal/Legal Assistant III	\$46.81	\$46.51
	Paralegal/Legal Assistant IV	\$52.03	\$55.63
	Technical Writer I	\$40.44	\$32.68
	Technical Writer II	\$48.79	\$39.25

Silver & Associates Consulting Inc

OFFERS

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B. Blanket Purchase Agreement (BPA)

	Technical Writer III	\$54.89	\$50.11
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SIN	Skill Category	Houston, TX	San Antonio, TX	Dallas, TX	Fort Worth, TX
<b>736-1</b>	<b><u>Administrative Support and Clerical Occupations</u></b>				
	Accounting Clerk I	\$24.67	\$22.96	\$24.78	\$24.78
	Accounting Clerk II	\$27.32	\$25.37	\$27.44	\$27.44
	Accounting Clerk III	\$30.18	\$27.99	\$30.32	\$30.32
	Administrative Assistant	\$39.26	\$34.58	\$38.57	\$38.57
	Court Reporter	\$34.33	\$29.34	\$29.28	\$29.28
	Data Entry Operator I	\$21.53	\$20.05	\$22.38	\$22.38
	Data Entry Operator II	\$25.70	\$21.61	\$24.12	\$24.12
	Dispatcher, Motor Vehicle	\$27.39	\$27.05	\$33.71	\$33.48
	Document Preparation Clerk	\$24.27	\$22.21	\$22.02	\$22.02
	Duplicating Machine Operator	\$24.27	\$22.21	\$22.02	\$22.02
	General Clerk I	\$20.16	\$19.61	\$19.36	\$19.36
	General Clerk II	\$23.57	\$22.21	\$22.21	\$22.21
	General Clerk III	\$26.58	\$27.47	\$25.24	\$25.24
	Housing Referral Assistant	\$35.49	\$31.73	\$34.48	\$34.48
	Order Clerk I	\$24.28	\$20.43	\$22.98	\$22.98
	Order Clerk II	\$27.14	\$23.20	\$26.26	\$26.26
	Personnel Assistant (Employment) I	\$24.86	\$26.34	\$26.70	\$26.70
	Personnel Assistant (Employment) II	\$29.12	\$29.09	\$29.50	\$29.50
	Personnel Assistant (Employment) III	\$30.90	\$32.08	\$33.89	\$33.89
	Production Control Clerk	\$32.27	\$29.88	\$34.63	\$34.63
	Receptionist	\$20.37	\$18.64	\$24.19	\$24.19
	Rental Clerk	\$25.73	\$24.30	\$25.92	\$25.92
	Scheduler, Maintenance	\$28.21	\$26.07	\$28.10	\$28.10
	Secretary I	\$28.21	\$26.07	\$28.10	\$28.10
	Secretary II	\$31.06	\$28.79	\$30.10	\$30.10
	Secretary III	\$35.49	\$31.73	\$34.48	\$34.48
	Service Order Dispatcher	\$26.18	\$24.31	\$28.15	\$30.08
	Survey Worker (Interviewer)	\$27.60	\$26.99		
	Travel Clerk I	\$23.02	\$20.49	\$22.19	\$22.50
	Travel Clerk II	\$24.56	\$21.61	\$23.61	\$23.98
	Travel Clerk III	\$26.04	\$22.54	\$25.10	\$25.48
	Work Processor I	\$21.18	\$22.52	\$23.31	\$23.31
	Word Processor II	\$25.33	\$24.77	\$25.92	\$25.92
	Word Processor III	\$28.76	\$26.78	\$29.28	\$29.28
<b>736-2</b>	<b><u>Automatic Data Processing Occupations</u></b>				
	Computer Operator I	\$27.55	\$25.90	\$27.69	\$27.69
	Computer Operator II	\$30.44	\$28.73	\$30.60	\$30.60
	Computer Operator III	\$33.56	\$33.12	\$35.85	\$36.56
	Computer Operator IV	\$38.71	\$36.43	\$41.97	\$41.97
	Computer Operator V	\$40.76	\$40.00	\$46.12	\$46.12

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	Computer Programmer I	\$36.39	\$34.94	\$40.73	\$39.01
	Computer Programmer II	\$44.31	\$42.55	\$46.61	\$46.61
	Computer Programmer III	\$46.61	\$46.61	\$46.61	\$46.61
	Computer Programmer IV	\$46.61	\$46.61	\$46.61	\$46.61
	Computer Systems Analyst I	\$46.28	\$44.55	\$46.61	\$46.61
	Computer Systems Analyst II	\$46.61	\$46.61	\$46.61	\$46.61
	Computer Systems Analyst III	\$46.61	\$46.61	\$46.61	\$46.61
	Peripheral Equipment Operator	\$27.55	\$25.90	\$27.41	\$27.69
	Personal Computer Support Tech	\$38.71	\$36.43	\$41.97	\$41.97
<b>736-3</b>	<b><i>General Services and Support</i></b>				
	Forklift Operator	\$23.37	\$21.15	\$26.80	\$26.80
	Janitor	\$16.03	\$18.26	\$18.43	\$18.43
	Grounds Maintenance Laborer	\$20.37	\$19.49	\$18.98	\$19.01
	Material Coordinator	\$32.27	\$28.71	\$33.02	\$32.52
	Material Handling Laborer	\$22.46	\$19.52	\$23.31	\$23.31
	Order Filler	\$20.38	\$19.23	\$21.80	\$21.73
	Shipping Packer	\$24.11	\$21.81	\$23.10	\$23.02
	Shipping/Receiving Clerk	\$24.11	\$21.55	\$23.10	\$23.02
	Store Worker I	\$18.23	\$17.98	\$18.87	\$18.87
	Stock Clerk	\$24.52	\$22.93	\$25.93	\$25.93
	Tools and Parts Attendant	\$24.53	\$21.15	\$26.70	\$26.80
	Warehouse Specialist	\$23.37	\$21.15	\$26.80	\$26.80
	Electrician (Maintenance)	\$44.86	\$32.46	\$36.10	\$36.10
	Electronics Technician Maintenance I	\$33.45	\$32.50	\$35.10	\$37.80
	Electronics Technician Maintenance II	\$39.64	\$37.41	\$43.56	\$41.51
	Electronics Technician Maintenance III	\$41.51	\$39.09	\$49.31	\$44.61
	General Maintenance Worker	\$27.49	\$24.14	\$28.48	\$28.48
	Machinery Maintenance Mechanic	\$35.90	\$28.05	\$34.33	\$34.33
	Maintenance Machinist	\$34.88	\$27.19	\$28.23	\$28.04
	Pipefitter (Maintenance)	\$33.57	\$29.44	\$35.29	\$35.29
	Plumber (Maintenance)	\$32.85	\$29.06	\$33.89	\$33.89
<b>736-5</b>	<b><i>Technical and Professional Occupations</i></b>				
	Cartographic Technician	\$48.26	\$38.68	\$41.07	\$41.07
	Civil Engineering Technician	\$46.10	\$32.06	\$36.78	\$40.14
	Drafter/CAD Operator I	\$33.34	\$26.15	\$30.52	\$30.52
	Drafter/CAD Operator II	\$39.58	\$30.95	\$33.76	\$33.76
	Drafter/CAD Operator III	\$43.74	\$32.22	\$37.27	\$37.27
	Drafter/CAD Operator IV	\$49.51	\$38.15	\$45.11	\$45.11
	Engineering Technician I	\$29.26	\$24.05	\$25.99	\$25.99
	Engineering Technician II	\$35.27	\$27.63	\$28.78	\$30.05
	Engineering Technician III	\$39.07	\$30.54	\$31.81	\$31.81
	Engineering Technician IV	\$47.64	\$35.65	\$38.65	\$38.65
	Engineering Technician V	\$60.02	\$42.88	\$46.57	\$46.57
	Engineering Technician VI	\$68.98	\$50.91	\$55.69	\$55.69
	Environmental Technician	\$46.01	\$30.27	\$39.74	\$36.31
	Laboratory Technician	\$40.21	\$30.15	\$38.21	\$34.06
	Paralegal/Legal Assistant I	\$31.69	\$26.94	\$31.23	\$31.23

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	Paralegal/Legal Assistant II	\$38.49	\$34.37	\$37.93	\$37.93
	Paralegal/Legal Assistant III	\$46.37	\$41.31	\$45.68	\$45.68
	Paralegal/Legal Assistant IV	\$54.36	\$49.28	\$54.59	\$54.59
	Technical Writer I	\$35.87	\$36.20	\$35.33	\$35.33
	Technical Writer II	\$43.16	\$43.54	\$42.52	\$42.52
	Technical Writer III	\$48.87	\$47.58	\$50.79	\$49.28

## **Silver & Associates Inc.**

**SIN 736-1:**

### **ADMINISTRATIVE SUPPORT AND CLERICAL OCCUPATIONS**

#### **ACCOUNTING CLERK I**

**Duties:** 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 Education:** High School Graduate or equivalent experience

**Experience:** 2+ years

#### **ACCOUNTING CLERK II**

**Duties:** 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 Education:** Associate Degree or equivalent experience and certification

**Experience:** 3+ years

#### **ACCOUNTING CLERK III**

**Duties:** 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: 'I.) 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 Education: Associate Degree and certifications

Experience: 5+ years

#### ADMINISTRATIVE ASSISTANT

Duties: Relieves the executive of administrative type functions in order to increase the time an executive has available for executive level responsibilities. This position may handle a wide variety of situations and conflicts involving the clerical and administrative function of the office; responsible for confidential and time sensitive material; prepares routine and advanced correspondence including letters, memoranda, and reports; familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals.

Minimum Education: Associate of Arts degree

Experience: 5+ years

#### COURT REPORTER

Duties: This position records examination, testimony, judicial opinions, judge 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: Associate Degree and relevant certifications

Experience: 2+ years

#### DATA ENTRY OPERATOR I

Duties: 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 Education: High School Graduate

Experience: 1+ year

## DATA ENTRY OPERATOR II

Duties: 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.

Minimum Education: High School Graduate

Experience: 3-5 years

## DISPATCHER, MOTOR VEHICLE (MOTOR VEHICLE UTILIZATION ASSISTANT)

Duties: This position is responsible for the assignment of motor vehicles and drivers for conveyance of freight or passengers, and compiles lists of available vehicles. The assignment of vehicles is determined by factors such as length and purpose of trip, freight or passenger requirements, and preference of user. Additional responsibilities include the issuance of keys, record sheets, and driver credentials. The Dispatcher records time of departure, destination, cargo, expected time of return and investigates overdue vehicles. The Dispatcher may confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise, maintain record of mileage, fuel used, repairs made, and other expenses. The Dispatcher may establish service or delivery routes, supervise loading and unloading, issue equipment to drivers, (such as hand trucks, dollies, and blankets), direct activities of drivers, assign helpers to drivers, work at vehicle distribution centers, and assign vehicles to customer agencies.

Minimum Education: High School Graduate

Experience: 1+ year

## DOCUMENT PREPARATION CLERK (DOCUMENT PREPARER)

Duties: 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 Education: High School Graduate

Experience: 1+ year

## DUPLICATING MACHINE OPERATOR (PHOTOCOPY MACHINE OPERATOR; REPRODUCTION WORKER)

Duties: This position operates one or more photocopying, photographic, mimeograph and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles and bulletins. Additional responsibilities include: operating small binding machines, performing clerical duties associated with the request for printing and photographic services, preparing assembly sheets, printing requisitions with specifications for printing and binding, recording, delivering and collecting work. The Duplicating Machine Operator performs minor repairs preventive maintenance, and maintains an inventory of supplies and reproduction equipment paying particular attention to important variables indicated by trade name of machine

Minimum Education: High School Graduate

Experience: 1+ year

## GENERAL CLERK I

Duties: 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 Education: High School Graduate

Experience: 1 + year

## GENERAL CLERK II

Duties: This position requires familiarity with the terminology of the office unit. The General Clerk II 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 Education: High School Graduate

Experience: 3-5 years

## GENERAL CLERK III

Duties: 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.

Minimum Education: Associates degree or equivalent

Experience: 3+ years

#### HOUSING REFERRAL ASSISTANT

Duties: This position provides housing information to an organization's employees moving to a new location. The Housing Referral Assistant will contact individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers and Chambers of Commerce by phone. This position may correspond to obtain listings of rental or sale properties, future housing prospects, and to develop a working relationship with the housing referral service. Job tasks include: compiling housing lists of rental property and properties for purchase. Periodically the Housing Referral Assistant communicates with contacts to update listings, ensures that property owners comply with the nondiscrimination policy, and counsels applicants with regard to special circumstances, e.g. medical or financial hardships, and availability of housing that will meet applicants' needs. Job tasks include: providing information regarding community services, searches files, makes telephone calls and referrals, providing information regarding locations, owners, agents, price ranges, loans and other related information. The Housing Referral Assistant maintains daily records of office activities (including number of applicants, number of applicants placed, and agents solicited or listed), schedules appointments for housing inspectors, prepares reports as required, and replies to complaints, investigations and letters of inquiry.

Minimum Education: Associates degree or relevant experience and certifications

Experience: 1-3 years

#### ORDER CLERK I

Duties: This position handles orders involving items that have readily identified uses and applications. The Order Clerk I may refer to a catalog, manufacturer's manual or similar document to insure that the proper item is supplied or to verify the price of order.

Minimum Education: High School Graduate

Experience: 1-3 years

#### ORDER CLERK II

Duties: This position handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the

customer's needs, or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations.

Minimum Education: Associate Degree or equivalent

Experience: 3-5 years

#### PERSONAL ASSISTANT (EMPLOYMENT) I

Duties: This position performs a variety of tasks including, but not limited to, clerical and secretarial duties. The work is under general supervision of higher-level personnel in preparation of various human resource tasks throughout compensation, benefits, staffing/employment, EEO procedures and policy administration. The Personnel Assistant I is expected to exercise discretion at all times; limited judgment may be necessary at times. This assistant may be required to operate general office equipment such as: typewriter, personal computer, copier, adding machine, and facsimile.

Minimum Education: Associate of Arts degree or equivalent experience

Experience: 1 + year

#### PERSONAL ASSISTANT (EMPLOYMENT) II

Duties: This position serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals. In this position, one may perform tasks beyond routine clerical such as: pre-employment drug screening and new hire orientation, responding to routine questions on policy and procedures, and/or provide reports on employee turnover or time and attendance. The Personal Assistant II may be asked to evaluate and consolidate information from various sources under short deadlines, such as internal or external survey information, reporting on company employment statistics (retention, equal opportunity reporting, etc). This level requires extensive knowledge of various office software packages. Completed written work receives close technical review from higher-level personnel office employees.

Minimum Education: Associate Degree or equivalent

Experience: 2-3 years

#### PRODUCTION CONTROL CLERK

Duties: This position compiles and records production data for industrial establishments to compare records and reports on volume of production, consumption of material, quality control, and other aspects of production. May perform any combination of the following duties: compile and record production data from customer orders, work tickets, product specifications, and individual worker production sheets following prescribed recording procedures and using different word processing techniques. This Clerk calculates such factors as types and quantities of items produced, materials used, amount of scrap, frequency of defects, and worker and department production rates, using a

computer, calculator, and/or spreadsheets. Additional tasks include: writing production reports based on data compiled, tabulated and computed, following prescribed formats, maintaining files of documents used and prepared, compiling detailed production sheets or work tickets for use by production workers as guides in assembly or manufacture of products. This Clerk prepares written work schedules based on established guidelines and priorities, compiles material inventory records and prepares requisitions for procurement of materials and supplies charts production using chart, graph, or pegboard based on statistics compiled for reference by production and management personnel. This Clerk also sorts and distributes work tickets or material and may compute wages from employee time cards and post wage data on records used for preparation of payroll.

Minimum Education: Associate Degree or equivalent

Experience: 2-5 years

## RECEPTIONIST

Duties: 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 Education: None

Experience: 1-3 years

## RENTAL CLERK

Duties: This position performs clerical duties concerned with rental and management of public housing projects answers telephone and responds to requests for maintenance, complaints, rental information or, as appropriate, forwards calls to senior officials. The Rental Clerk receives rental payments and other income, assesses late charges, applies cancellation stamp required by government housing agency, writes receipts, and prepares rental transmittal forms and collection logs for government accounting system. This Clerk receives security deposits and prepares tenant receipts, prepares bank deposits, maintains tenant files, and follows up on income re certifications.

Minimum Education: High School Graduate

Experience: 1+ year

## SCHEDULER, MAINTENANCE

Duties: This position schedules vehicle repairs and lubrication for vehicle-maintenance, schedules vehicles for lubrication or repairs based on date of last lubrication and mileage traveled or urgency of repairs. The Maintenance Scheduler contacts garage to verify

availability of facilities, notifies parking garage workers to deliver specified vehicles, and maintains a file of requests for services.

Minimum Education: High School Graduate

Experience: 1+ year

#### SECRETARY I (CLERICAL, MEDICAL, EXECUTIVE, LEGAL)

Duties: This position provides principal secretarial support in an office, usually to one individual, and, in some cases, to the subordinate staff of that individual. The Secretary I maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff, works fairly independently receiving a minimum of detailed supervision and guidance, and performs various clerical and secretarial duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office. Computers may exist in the environment, requiring working knowledge of certain office software programs. Organizational structure is not complex and internal procedures and administrative controls are simple and informal; supervisor directs staff through face-to-face meetings. Performs varied duties including or comparable to the following: 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 supervisors 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; a. Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

Minimum Education: Associate Degree or equivalent certifications/experience

Experience: I + year

#### SECRETARY II (CLERICAL, MEDICAL, EXECUTIVE, LEGAL)

Duties: This position provides principal secretarial support in an office, usually to one individual, and, in some cases, to the subordinate staff of that individual. The Secretary II maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff, works fairly independently receiving a minimum of detailed supervision and guidance, and performs various clerical and secretarial duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office. Computers may exist in the environment, requiring working knowledge of certain office software programs. Organizational structure is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc. Supervisor usually directs staff through intermediate supervisors. Internal procedures and administrative controls are formal. 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 Education: Associate degree or equivalent

Experience: 3+ years

### SECRETARY III (CLERICAL, MEDICAL, EXECUTIVE, LEGAL)

Duties: This position provides principal secretarial support in an office, usually to one individual, and, in some cases, to the subordinate staff of that individual. The Secretary III maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff, works fairly independently receiving a minimum of detailed supervision and guidance, and performs various clerical and secretarial duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office. Computers may exist in the environment, requiring working knowledge of certain office software programs. Organizational structure is divided into two or more subordinate supervisory levels (of which at least one is a managerial level) with several subdivisions at each level. Executive's program(s) are usually interlocked on a direct and continuing basis with other major organizational segments, requiring constant attention to extensive formal coordination, clearances, and procedural controls. Executive typically has: financial decision-making authority for assigned program(s); considerable impact on the entire organization's financial position or image; and responsibility for, or has staff specialists in such areas as, personnel and administration for assigned organization. Executive plays an important role in determining the policies and major programs of the entire organization, and spends considerable time dealing with outside parties actively interested in assigned program(s) and current or controversial issues. 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 and staff; d. Prepare special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions; e. Advise secretaries in subordinate offices on new procedures; request

information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc., and shifts clerical staff to accommodate workload needs.

Minimum Education: Associate Degree and equivalent experience

Experience: 5+ years

### SERVICE ORDER DISPATCHER

Duties: This position receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment or utility company, records information, such as name, address, article to be repaired, or service to be rendered, prepares work order and distributes to service crew, schedules service calls and dispatches service crew. The Service Order Dispatcher calls or writes the customer to insure satisfactory performance of service, keeps record of service calls and work orders, may dispatch orders and relay messages and special instructions to mobile crews and other departments using radio or cellular telephone equipment.

Minimum Education: High School Graduate

Experience: 1+ year

### SUPPLY TECHNICIAN

Duties: This position performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, and property utilization) 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 take or recommend action based upon application or interpretation of established guidelines.

Minimum Education: Associate degree or equivalent experience

Experience: 1+ year

### SURVEY WORKER (INTERVIEWER)

Duties: This position interviews people to obtain information on topics such as public issues or consumer buying habits, contacts people at home business or by telephone

following specified sampling procedures, or approaches them at random on street. The Survey Worker asks questions relative to items on a form or questionnaire, records answers, assists persons in filling out forms, and may review, sort, classify and file forms according to: specified procedures and criteria. This worker may participate in federal, state or local census surveys.

Minimum Education: High School Graduate or equivalent experience

Experience: 1+ year

#### TRAVEL CLERK I

Duties: 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 Education: High School Graduate or equivalent experience

Experience: 1+ year

#### TRAVEL CLERK II

Duties: Travel usually involves the use of two or more modes of transportation. Information on carriers, modes and facilities is readily available since most carriers servicing the area maintain local facilities or publish information regularly. Single carriers or connecting carriers have schedules that are easily coordinated using readily obtainable timetables or guides. 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. Travel involves special transportation privileges or special allowances and requires authorization or planning for supplemental or special transportation facilities, and when such services are required, they usually do not occur in such variety or with such freq as to create major problems of timing or coordination. 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 Education: High School Graduate

Experience: 3+ years

### TRAVEL CLERK III

Duties: 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 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 Education: Associate degree

Experience: 3+ years

### WORD PROCESSOR I

Duties: 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 Education: Associate Degree or equivalent experience

Experience: 1 + year

### WORD PROCESSOR II

Duties: 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. 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 Education: Associate Degree, relevant certification, and equivalent experience

Experience: 3+ years

### WORD PROCESSOR III

Duties: 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 Education: Associate Degree, relevant certification, advanced relevant courses and equivalent experience

Experience: 5+ years

### MEDICAL RECORD CLERK

Duties: The Medical Record Clerk compiles, verifies, and files medical records of hospital or clinic patients and compiles statistics for use in reports and surveys, prepares folders and maintains records of newly admitted patients. reviews contents of patients' medical record folders, assembles into standard order, and files according to established procedure, reviews inpatient and emergency room records to insure presence of required reports and physicians' signatures, and routes incomplete records to appropriate personnel for completion or prepares reports of incomplete records to notify administration, checks list of discharged patients to insure receipt of all current records, compiles daily and periodic statistical data, such as admissions, discharges, deaths, births, and types of treatment rendered. This technician will also record diagnoses and treatments, including operations performed, for use in completing hospital insurance billing forms maintain death log, type and process birth certificates, assist other, workers with coding of records, make copies of medical records, using duplicating equipment, and may schedule and post results of laboratory tests to records.

Minimum Education: Associate Degree or Equivalent Certification and courses in medical terminology

Experience: 2+ years

### MEDICAL RECORD TECHNICIAN (Medical Record Administrator)

Duties: The Medical Record Technician (Medical Record Administrator) maintains medical records of hospital and clinic patients, reviews medical records for completeness and accuracy, codes diseases, operations, diagnoses and treatments, compiles medical

care and census data for statistical reports, and maintains indexes on patient, disease, operation, and other categories. The Medical Record Technician directs routine operation of medical record department, files, or directs Medical Record Clerk to file, patient records, maintains flow of medical records and reports to departments, and may assist medical staff in special studies or research.

Minimum Education: Associate Degree or equivalent certification and courses in medical terminology

Experience: 2+ years

## MEDICAL TRANSCRIPTIONISTS

Duties: The Medical Transcriptionist transcribes medical dictation by physicians and other medical practitioners pertaining to patients' assessments, diagnostics, therapy and other medical reports. This position usually requires a high school diploma or equivalent and coursework in medical terminology and two years of related work experience. Prospects must be familiar with standard concepts, practices and procedures within a medical field, be able to perform a variety of tasks and utilize limited experience and independent judgment to accomplish goals.

Minimum Education: High School Diploma or equivalent and courses in medical terminology

Experience: 2+ years

## SIN 736-2:

### AUTOMATIC DATA PROCESSING OCCUPATIONS

#### COMPUTER OPERATOR I

Duties: The Computer Operator I works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, this worker resolves common operating problems and may serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work.

Minimum Education: Associate Degree or equivalent experience and for certifications

Experience: 1+ year

#### COMPUTER OPERATOR II

Duties: The Computer Operator II processes scheduled routines that present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, this worker applies standard operating or corrective procedure, refers problems that do not respond to preplanned procedure, and may serve as an assistant operator, working under general supervision.

Minimum Education: Associate Degree or equivalent experience and for certifications

Experience: 2+ years

### COMPUTER OPERATOR III

Duties: The Computer Operator III processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, this worker diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, the Computer Operator III may deviate from standard procedures if standard procedures do not provide a solution and refers problems which do not respond to corrective procedures to a person of supervisory or higher individual contributor level.

Minimum Education: Associate Degree or equivalent experience and/or certifications

Experience: 3+ years

### COMPUTER OPERATOR IV

Duties: The Computer Operator IV adapts to a variety of nonstandard problems that require extensive operator intervention (e.g. frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, this worker chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g. reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems if necessary. Typically, completed work is submitted to users without supervisory review.

Minimum Education: Associate Degree, equivalent experience and relevant certifications and advanced computer courses.

Experience: 5+ years

### COMPUTER OPERATOR V

Duties: 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.

Minimum Education: Associate Degree, equivalent experience, relevant certifications, and advanced computer courses.

Experience: 6+ years

#### COMPUTER PROGRAMMER I

Duties: The Computer Programmer I assists higher level staff by performing elementary programming tasks which concern limited and simple data items and steps which closely follow patterns of previous work done in the organization, e.g. drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. This worker may perform routine programming assignments (as described in Level II) under close supervision. In addition to assisting higher level staff, the Computer Programmer I may perform elementary fact-finding concerning a specified work process, e.g., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.) and then report findings to higher level staff. May receive training in elementary fact-finding. Detailed step-by-step instructions are given for each task, and any deviation must be authorized by a supervisor. Work is closely monitored in progress and reviewed in detail upon completion.

Minimum Education: Associate Degree, equivalent experience and relevant certifications

Experience: 1-3 years

#### COMPUTER PROGRAMMER II

Duties: At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. The Computer Programmer II performs routine programming assignments that do not require skilled background experience but do require knowledge of established programming procedures and data processing requirements, and works according to clear-cut and complete specifications. The data are refined, and the format of the final product is very similar to that of the input, or is well defined when significantly different, i.e., there are few, if any, problems with interrelating varied records and outputs. The Computer Programmer II maintains and modifies routine programs, makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes, tests and documents modifications and writes operator instructions, may write routine new programs using prescribed specifications, and may confer with EDP personnel to clarify procedures, processing logic, etc. In addition, the Computer Programmer II may evaluate simple interrelationships in the immediate programming area confers with user representatives to gain an understanding of the situation sufficient to formulate the needed change, and implements the change upon approval of the supervisor or higher level staff. The incumbent is provided with charts, narrative descriptions of the functions performed, an approved statement of the product desired (e.g., a change in a local establishment report), and the inputs, outputs, and record formats. This Worker reviews objectives and

assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Work is usually monitored in progress, and all work is reviewed upon completion for accuracy and compliance with standards.

Minimum Education: Associate Degree, equivalent experience and relevant certifications

Experience: 3-5 years

### COMPUTER PROGRAMMER III

Duties: As a fully qualified Computer Programmer, this Worker applies standard programming procedures and detailed knowledge of pertinent subject matter in a programming area such as a record keeping operation (supply, personnel and payroll, inventory, purchasing, insurance payments, depositor accounts, etc.); a well-defined statistical or scientific problem; or other standardized operation or problem. The incumbent works according to approved statements of requirements and detailed specifications. While the data are clear cut, related, and equally available, there may be substantial interrelationships of a variety of records and several varied sequences of formats are usually produced. The programs developed or modified typically are linked to several other programs in that the output of one becomes the input for another. The Computer Programmer III recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment, and solves conventional programming problems, (In small organizations, may maintain programs that concern or combine several operations, i.e. users, or develop programs where there is one primary user and the others give input.) The Computer Programmer III performs such duties as developing, modifying, and maintaining assigned programs, designing and implementing modifications to the interrelation of files and records within programs in consultations with higher level staff. This Worker monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. (Scientific programming includes assignments such as: using predetermined physical laws expressed in mathematical terms to relate one set of data to another; the routine storage and retrieval of field test data, and using procedures for real-time command and control, scientific data reduction, signal processing, or similar areas.) This Programmer tests, documents work, writes and maintains operator instructions for assigned programs, and confers with other EDP personnel to obtain or provide factual data. In addition, this Programmer may carry out fact-finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. Job tasks may require the incumbent to analyze present performance of the program and take action to correct deficiencies based on discussion with the user and consultation with and approval of the supervisor or higher-level staff. This Programmer may assist in the

review and analysis of detailed program specifications, and in program design to meet changes in work processes. The Computer Programmer III works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures, resolves problems and deviations according to established practices, and obtains advice where precedents are unclear or not available. This Worker, may guide or instruct lower level programmers; supervise technicians and others who assist in specific assignments, works on complex programs under close direction of higher level staff or supervisor, and may assist higher level staff by independently performing moderately complex tasks assigned, and performing complex tasks under close supervision. Work at a level above this is deemed Supervisory or Individual Contributor. Completed work is reviewed for conformance to standards, timeliness, and efficiency.

Minimum Education: Associate Degree, relevant certifications, advanced computer and relevant courses

Experience: 5-9 years

#### COMPUTER PROGRAMMER IV

Duties: 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.

Minimum Education: Associate Degree and advanced computer and relevant courses and certifications

Experience: 7+ years

### COMPUTER SYSTEMS ANALYST I

Duties: 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 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 Education: Associate Degree and relevant certifications

Experience: 1-3 years

### COMPUTER SYSTEMS ANALYST II

Duties: 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 Education: Associate Degree and relevant certifications

Experience: 3+years

### COMPUTER SYSTEMS ANALYST III

Duties: 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 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 Education: Associate Degree, relevant certifications, attendance at advanced computer and relevant courses.

Experience: 5+years

#### PERIPHERAL EQUIPMENT OPERATOR

Duties: The Peripheral Equipment Operator operates peripheral equipment that 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, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment. The following duties characterize the work of a Peripheral Equipment Operator: Loads printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy; Labels tape reels, or disks; Checks labels and mounting and dismounting designated tape reels or disks on specified units or drives; Sets controls which regulate operation of the equipment; Observes panel lights for warnings and error indications and taking appropriate action; Examines tapes, cards, or other material for creases, tears or other defects that could cause processing problems. Excludes workers who monitor and operate a control console or a remote terminal, or whose duties are limited to operating decollators, busters, separators, or similar equipment.

Minimum Education: High School Diploma or relevant experience

Experience: 2+years

#### PERSONAL COMPUTER SUPPORT TECHNICIAN

Duties: 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 Education: Associate Degree or relevant experience and certifications

Experience: 2+years

### **SIN 736-3:**

## **MATERIAL HANDLING, PACKAGING AND MECHANICAL, MAINTENANCE AND REPAIR OCCUPATIONS**

### **FORKLIFT OPERATOR**

Duties: The Forklift Operator operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds within a warehouse, manufacturing plant, or other establishment.

Minimum Education: High School Degree or equivalent experience

Experience: 1-2 years

### **MATERIAL COORDINATOR**

Duties The Material Coordinator coordinates and expedites flow of material, parts, and assemblies within or between departments in accordance with production and shipping schedules or department supervisors priorities. In this job, the Material Coordinator reviews production schedules and confers with department supervisors to determine material required or overdue and to locate material, requisitions material and establishes delivery sequences to departments according to job order priorities and anticipated availability of material; arranges for in-plant transfer of materials to meet production schedules, and with department supervisors for repair and assembly of material and its transportation to various departments, and examines material delivered to production departments to verify if type specified. This Worker may monitor and control movement of material and parts along conveyor system, using remote-control panel board, compute amount of material needed for specific job orders, applying knowledge of product and manufacturing processes and using adding machine; compile report of quantity and type of material on hand, move or transport material from one department to another, using hand or industrial truck; may compile perpetual production records in order to locate material in process of production, using manual or computerized system, and maintain employee

Minimum Education: Associate Degree

Experience: 3-5 years

## MATERIAL EXPEDITER

Duties: The Material Expediter executes the following: locates and moves materials and parts between work areas of plant to expedite processing of goods, according to pre-determined schedules and priorities, and keeps related record, reviews production schedules inventory reports, and work orders to determine types, quantities, and availability of required material and priorities of customer orders, confers with department supervisors to determine materials overdue and to inform them of location, availability, and condition of materials, locates and moves materials to specified production areas, using cart or hand truck, and records quantity and type of materials distributed and on hand. Work may include the following tasks: directing Power-Truck Operator or Material Handling Laborer to expedite movement of materials between storage and production areas, compare work ticket specifications with material at work stations to verify appropriateness of material in use, prepare worker production records and timecards, and may update and maintain inventory records, using computer terminal.

Minimum Education: Associate Degree or equivalent experiences

Experience: 2+ years

## MATERIAL HANDLING LABORER

Duties: This person will perform physical tasks to transport or store materials or merchandise. Job involve one or more of the following: manually loading or unloading freight cars, trucks, or other transporting devices; unpacking, shelving, or placing items in proper storage locations; or transporting goods by hand truck, cart, or wheelbarrow. Excluded from this definition are workers whose primary function involves: a. Participating directly in the production of goods (e.g., moving items from one production station to another or placing them on or removing them from the production process); b. Stocking merchandise for sale; c. Counting or routing merchandise; d. Operating a crane or heavy-duty motorized vehicle such as forklift or truck; e. Loading and unloading ships (alongshore workers); f. Traveling on trucks beyond the establishment's physical location to load or unload merchandise

Minimum Education: High School Degree or equivalent experience

Experience: 2+ years

## ORDER FILLER

Duties: The Order Filler fills shipping or transfer orders for finished goods from stored merchandise in accordance with specifications on sales slips, customers' orders, or other instructions. This worker may, in addition to filling orders and indicating items filled or omitted, keep records of outgoing orders, requisition additional stock or report short supplies to supervisor, and perform other related duties.

Minimum Education: High School Diploma or equivalent experience

Experience: 1+year

## PRODUCTION LINE WORKER (FOOD PROCESSING)

Duties: This position refers to an employee employed in a food processing plant whose duties involve several of the following: loading and unloading commodities from rail cars, trucks, or other conveyances, placing merchandise in proper storage location and transporting the merchandise by hand truck, push-pull, or forklift; blends merchandise ingredients into pre-determined quality by heating, mixing, re-heating, etc. The Production Line Worker monitors blending operation to ensure that finished products meets customer's requirements, monitors flow of product into appropriate container; labels container with identifying information supplied by customer, and places containers into appropriate shipping container. Must have knowledge of various types and sizes of shipping containers and special requirements of customers

Minimum Education: High School Diploma or equivalent experience

Experience: 1+year

## SHIPPING PACKER

Duties: Someone in this position prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Work requires the placing of items in shipping containers, and may involve one or more of the following: knowledge of various items of stock in order to verify content, selection of appropriate type and size of container, inserting enclosures in container; using excelsior or other material to prevent breakage or damage, closing and sealing container, and applying labels or entering identifying data on container. Exclude packers who also make wooden boxes or crates.

Minimum Education: High School Diploma or relevant experience

Experience: 1+ year

## SHIPPING/RECEIVING CLERK

Duties: The Shipping/Receiving Clerk performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, this worker follows established guidelines. In handling unusual non-routine problems, this worker receives specific guidance from supervisor or other officials. This incumbent may direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received. Shipping duties typically involve the following:

verifying that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents; insuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles, and preparing and keeping records of goods shipped, e.g., manifests, bills of lading. Receiving duties typically involve the following: verifying the correctness of incoming shipments by

comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records, checking for damaged goods, insuring that goods are appropriately identified for routing to departments within the establishment, and preparing and keeping records of goods received

Minimum Education: High School Diploma or equivalent experience

Experience: 1+ year

### STORE WORKER I

Duties: The Store Worker I will perform the following tasks at an establishment whose primary function is that of the resale of merchandise in a retail environment, move merchandise by use of non-motorized equipment that is intended for display and resale purposes include the cleaning of merchandise on or in display fixtures utilizing various merchandise techniques common to retail trade. Merchandise may be displayed by a predetermined placement system using labels or other identifying marks. This worker will maintain the display sales area by straightening merchandise to give a neat, full, and salable appearance, removing damaged or outdated merchandise, and displaying merchandise in such a manner to maintain freshness and sale dates, may determine display or sale requirements from existing inventory, may be required to keep inventory forms of merchandise stocked and merchandise returned to storage, may be required to affix labels to merchandise indicating sale price, item description, or other information, and may be required to offer customer or patron assistance with the location or selection of merchandise.

Note: this class excludes any work performed in a warehouse, see warehousing classifications.

Minimum Education: High School Diploma or equivalent experience

Experience: 1+ year

### STOCK CLERK (Shelf Stocker; Store Worker II)

Duties: The Stock Clerk receives, stores, and issues equipment, materials, supplies, merchandise, foodstuffs, or tools, and compiles stock records of items in stockroom, warehouse or storage yard. This worker sorts, or weighs incoming articles to verify receipt of items on requisition or invoice, examines stock to verify conformance to specifications, stores articles in bins, on floor or on shelves, according to identifying information, such as style, size or type of material, fills orders or issues supplies from stock, prepares periodic, special or perpetual inventory of stock, and requisitions articles to fill incoming orders. This worker also compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments, may mark identifying codes, figures, or letters on articles, may distribute stock among production workers, keeping records of material issued, may make adjustments or repairs to articles carried in stock, and may cut stock to site to fill order.

Minimum Education: High School Diploma or relevant/equivalent experience

Experience: 1 + year

#### TOOLS AND PARTS ATTENDANT (Tool Crib Attendant)

Duties: This incumbent receives, stores, and issues hand tools, machine tools, dies, replacement parts, shop supplies and equipment, such as measuring devices, in an industrial establishment. The Tools and Parts Attendant does the following keeps records of tools issued to and returned by workers, searches for lost or misplaced tools, prepares periodic inventory or keeps perpetual inventory and requisitions stock as needed, unpacks and stores new equipment; visually inspects tools or measures with micrometer for wear or defects and reports damaged or worn-out equipment to superiors; may coat tools with grease or other preservative, using a brush or spray gun, and may attach identification tags or engrave identifying information on tools and equipment using electric marking tool

Minimum Education: High School Diploma or equivalent experience

Experience: 1+ year

#### WAREHOUSE SPECIALIST (Warehouse Worker)

Duties: As directed, the Warehouse Specialist performs a variety of warehousing duties that require an understanding of the establishment's storage plan. Work involves most of the following: verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages, routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods, rearranging and taking inventory of stored materials, examining stored materials and reporting deterioration and damage, removing material from storage and preparing it for shipment. This worker may operate hand or power trucks in performing warehousing duties.

Minimum Education: High School Diploma or equivalent experience

Experience: 1+ year

## **SIN 736-5:**

### **TECHNICAL AND PROFESSIONAL OCCUPATIONS**

#### **CIVIL ENGINEERING TECHNICIAN**

**Duties:** This technician assists the Civil Engineer in application of principles, methods, and techniques of civil engineering technology, reviews project specifications and confers with the Civil Engineer concerning assistance required, such as plan preparation, acceptance testing, and evaluation of field conditions, design changes, and reports. This worker conducts materials testing and analysis, using tools and equipment and applying engineering knowledge necessary to conduct tests, prepares reports detailing tests conducted and their results. The Civil Engineering Technician surveys project sites to obtain and analyze topographical details of sites, using maps and surveying equipment, drafts detailed dimensional drawings such as those needed for highway plans, structural steel fabrication, and water control projects. This work involves performing duties as described under Drafter, and calculating dimensions, profile specifications, and quantities of materials such as steel, concrete, and asphalt, using calculator.

**Minimum Education:** Bachelor of Science Degree in Civil Engineering

**Experience:** 1+ year

#### **DRAFTER/CAD OPERATOR I**

**Duties:** 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. Typical assignments include: a. Revisions to the original drawings of a plumbing system by increasing pipe diameters. b. Drawing from sketches, the building floor plans, determining size, spacing and arrangement of freehand lettering according to scale. c. Drawing simple land profiles from predetermined structural dimensions and reduced survey notes. d. Tracing river basin maps and enters symbols to denote stream sampling locations, municipal and industrial waste discharges, and water supplies. e. Preparing a computer model of a room, building, structure from data, prints, photos.

**Minimum Education:** Bachelor of Science Degree and relevant certification

**Experience:** 1+ year

## DRAFTER/CAD OPERATOR II

Duties: 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. More complex revisions are produced from sketches, computer models or specifications that clearly depict the desired product. Typical assignments include: a. Preparing several views of a simple gear system from a layout and manual references and obtaining dimensions and tolerances from manuals and by measuring the layout. b. Preparing and revising detail and design drawings for such projects as the construction and installation of electrical or electronic equipment, plant wiring, and the manufacture and assembly of printed circuit boards. Drawings typically include details of mountings, frames, guards, or other accessories; conduit layouts; or wiring diagrams indicating transformer sizes, conduit locations and mountings. c. Drawing base and elevation views, sections, and details of new bridges or other structures, revising complete sets of roadway drawings for highway construction projects, or preparing block maps, indicating water and sewage line locations.

Minimum Education: Bachelor of Science and relevant certification

Experience: 3+ years

## DRAFTER/CAD OPERATOR III

Duties: 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 III 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. Supervisor or design originator may suggest methods of approach or provide advice on unusually difficult problems. Typical assignments include: a. Prepares complete sets of drawings of test equipment to be manufactured from layouts, models, or sketches. Several cross-sectional and subassembly drawings are required. From information supplied by the design originator and from technical handbooks and manuals, this operator describes

dimensions, tolerances, fits, fabrication techniques, and standard parts to use in manufacturing the equipment b. From electronic schematics, information as to maximum size, and manuals giving dimensions of standard parts, determines the arrangement and prepares drawing of printed circuit boards. c. From precedents, drafting standards, and established practices, prepares final construction drawings for floodgates, navigation locks, dams, bridges, culverts, levees, channel excavations, dikes and berms, prepares boring profiles, typical cross-sections, and land profiles; and delineates related topographical details as required. d. Prepares final drawings for street paving and widening or for water and sewer lines having complex trunk lines; reduces field notes and calculates true grades. From engineering designs, lays out plan, profile and detail appurtenances required; and notifies supervisor of conflicting details in design.

Excludes drafter performing work of similar difficulty to that described at this level but who provides support for a variety of organizations that have widely differing functions or requirements.

Minimum Education: Bachelor of Science, advanced relevant courses and relevant certification

Experience: 5+ years

#### DRAFTER/CAD OPERATOR IV

Duties: 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 Education: Bachelor of Science and advance relevant courses and certifications; advanced graduate degree preferred.

Experience: 7+ years

#### ENGINEERING TECHNICIAN I

Duties: This technician performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. This person performs one or a combination of such typical duties as: a. Assembling or installing equipment or parts requiring simple wiring, soldering, or connecting. b. Performing simple or routine tasks or tests such as tensile or hardness tests; operating and adjusting simple test equipment; records test data. c. Gathering and maintaining specified records of engineering data such as tests, drawings, etc.; performing computations by substituting numbers in specified formulas; plotting data and draws simple curves and graphs.

Minimum Education: Bachelor of Science in Engineering

Experience: 1+ year

## ENGINEERING TECHNICIAN II

Duties: The Engineering Technician II performs standardized or prescribed assignments involving a sequence of related operations, follows standard work methods on recurring assignments but receives explicit instructions on unfamiliar assignments. Technical adequacy of routine work is reviewed on completion; non-routine work may be reviewed in progress. This technician performs at this level, one or a combination of such typical duties as: a. Following specific instructions, assembles or constructs simple or standard equipment or parts, servicing or repairing simple instruments or equipment; b. Conducting a variety of tests using established methods, preparing test specimens, adjusting and operating equipment, recording test data, and pointing out deviations resulting from equipment malfunction or observational errors; c. Extracting engineering data from various prescribed but non-standardized sources, processing the data following well defined methods including elementary algebra and geometry, and presenting the data in prescribed form.

Minimum Education: Bachelor of Science in Engineering

Experience: 3+ years

## ENGINEERING TECHNICIAN III

Duties: The Engineering Technician III performs assignments that are not completely standardized or prescribed, selects or adapts standard procedures or equipment, using fully applicable precedents, receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed, performs recurring work independently. Work is reviewed for technical adequacy or conformity with instructions. This technician performs at this level one or a combination of such typical duties as: a. Constructing components, subunits, or simple models or adapts standard equipment; may troubleshoot and correct malfunctions; b. Following specific layout and scientific diagrams to construct and package simple devices and subunits of equipment. c. Conducting various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement, selecting, preparing, and operating standard test equipment and records test data; d. Extracting and compiling a variety of engineering data from field notes, manuals, lab reports, etc., processing data, identifying errors or inconsistencies, selecting methods of data presentation. e. Assisting in design modification by compiling data related to design, specifications, and materials that are pertinent to specific items of equipment or component parts; developing information concerning previous operational failures and modifications, and using judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

Minimum Education: Bachelor of Science in Engineering and relevant certifications

Experience: 4+ years

#### ENGINEERING TECHNICIAN IV

Duties: The Engineering Technician IV performs non-routine assignments of substantial variety and complexity, using operational precedents that are not fully applicable, such assignments that are typically parts of broader assignments, are screened to eliminate unusual design problems. This incumbent may plan such assignments. This technician receives technical advice from supervisor or engineer. Work is reviewed for technical adequacy (or conformity with instructions). This position may be assisted by lower level technicians and have frequent contact with professionals and others within the establishment, and performs one or a combination of such typical duties as: A) Developing or reviewing designs by extracting and analyzing a variety of engineering data, applying conventional engineering practices to develop, prepare, or recommend schematics, designs, specifications, electrical drawings and parts lists. (Examples of designs include: detailed circuit diagrams; hardware fittings or test equipment involving a variety of mechanisms; conventional piping systems; and building site layouts) B) Conducting tests or experiments requiring selection and adaptation or modification of a wide variety of critical test equipment and test procedures, preparing and operating equipment, recording data, measuring and recording problems of significant complexity that sometimes require resolution at a higher level, and analyzes data and prepares test reports. C) Applying methods outlined by others to limited segments of research and development projects, constructing experimental or prototype models to meet engineering requirements; conducts tests or experiments and redesigns as necessary and recording and evaluating data and reports findings.

Minimum Education: Bachelor of Science in Engineering; advanced courses in engineering and relevant certifications

Experience: 5+years

#### ENGINEERING TECHNICIAN V

Duties: This technician performs non-routine and complex assignments involving responsibility for planning and conducting a complete project of relatively limited scope or a portion of a larger and more diverse project, selects and adapts plans, techniques, designs, or layouts, contacts personnel in related activities to resolve problems and coordinate the work, reviews, analyzes, and integrates the technical work of others. Supervisor or professional engineer outlines objectives, requirements, and design approaches. Completed work is reviewed for technical adequacy and satisfaction of requirements. This incumbent may train and be assisted by lower level technicians, and performs one or a combination of the following:

- a. Designs, develops, and constructs major units, devices, or equipment; conducts

tests or experiments; analyzes results and redesigns or modifies equipment to improve performance; and reports results.

b. From general guidelines and specifications (e.g., size or weight requirements), develops designs for equipment without critical performance requirements that are difficult to satisfy such as engine parts, research instruments, or special purpose circuitry. Analyzes technical data to determine applicability to design problems; selects from several possible design layouts; calculates design data; and prepares layouts, detailed specifications, parts lists, estimates, procedures, etc. May check and analyze drawings or equipment to determine adequacy of drawings and design.

c. Plans or assists in planning tests to evaluate equipment performance. Determines test requirements, equipment modification, and test procedures; conducts tests using all types of instruments; analyzes and evaluates test results, and prepares reports on findings and recommendations.

Minimum Education: Bachelor of Science in Engineering; advanced courses in engineering and relevant certifications

Experience: 7+ years

## ENGINEERING TECHNICIAN VI

Duties: This technician independently plans and accomplishes complete projects or studies of broad scope and complexity, or serves as an expert in a narrow aspect of a particular field of engineering, e.g., environmental factors affecting electronic engineering. Complexity of assignments typically requires considerable creativity and judgment to devise approaches to accomplish work, resolve design and operational problems, and make decisions in situations where standard engineering methods, procedures, and techniques may not be applicable. Supervisor or professional engineer provides advice on unusual or controversial problems or policy matters. Completed work is reviewed for compliance with overall project objectives. This worker may supervise or train and be assisted by lower level technicians, and performs, one or a combination of the following:

a. Prepares designs and specifications for various complex equipment or systems (e.g., a heating system in an office building, or new electronic components such as solid state devices for instrumentation equipment).

b. Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel, and assures compatibility of design with other parts of the system.

c. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design; uses untried and untested measurement techniques; and improves the performance of the equipment. May advise equipment users on redesign to solve unique operational deficiencies.

d. Plans approach and conducts various experiments to develop equipment or systems characterized by (a) difficult performance requirements because of

conflicting attributes such as versatility, size, and ease of operation; or (b) unusual combination of techniques or components. Arranges for fabrication of pilot models and determines test procedures and design of special test equipment.

Minimum Education: Bachelor of Science in Engineering, advanced courses in engineering and relevant certifications

Experience: 9+ years

## ENVIRONMENTAL TECHNICIAN

Duties: The Environmental Technician conducts tests and field investigations to obtain data for use by environmental, engineering and scientific personnel in determining sources and methods of controlling pollutants in air, water, and soil, utilizing knowledge of agriculture, chemistry, meteorology, and engineering principles and applied technologies. This worker conducts chemical and physical laboratory and field tests according to prescribed standards to determine characteristics or composition of solid, liquid, or gaseous materials and substances, using pH meter, chemicals, autoclaves, centrifuge spectrophotometer, microscope, analytical instrumentation, and chemical laboratory equipment. This worker collects samples of gases from smokestacks, and collects other air samples and meteorological data to assist in evaluation of atmospheric pollutants; collects water samples from streams and lakes, or raw, semi-processed or processed water, industrial waste water, or water from other sources to assess pollution problem, and collects soil, silt, or mud to determine chemical composition and nature of pollutants. This worker prepares sample for testing, records data, and prepares summaries and charts for review, sets monitoring equipment to provide flow of information, installs, operates, and performs routine maintenance on gas and fluid flow systems, chemical reaction systems, mechanical equipment, and other test instrumentation. This worker may operate fixed or mobile monitoring or data collection station, may conduct bacteriological or other tests related to research in environmental or pollution control activity, may collect and analyze engine exhaust emissions to determine type and amount of pollutants, and may specialize in one phase or type of environmental pollution or protection and be identified according to specialty.

Minimum Education: Bachelor of Science and relevant certifications

Experience: 3+ years

## MEDICAL LABORATORY TECHNICIAN (Laboratory Tester)

Duties: The Laboratory Technician (Laboratory Tester) performs laboratory tests according to prescribed standards to determine chemical and physical characteristics or composition of solid, liquid, or gaseous materials and substances for purposes such as quality control, process control, product development, or determining conformity to specifications. This incumbent sets up and adjusts laboratory apparatus, and operates grinders, agitators, centrifuges, ovens, condensers, and vibrating screens to prepare material for testing according to established laboratory procedure. This worker performs physical tests on samples of cement or raw materials and controls quality of materials and

mix during manufacturing process. Work involves running tests of the following: raw materials, such as aggregate, limestone, and sand, for such qualities as permeability, load-bearing capacity, or cohesiveness; dry and liquid substances used as ingredients in adhesives, propellants, lubricants, refractories, synthetic rubber, paint, paper, and other compounds for purity, viscosity, density, absorption or burning rate, melting point, or flash point, using viscometer, torsion balance scale, and pH meter; solutions used in processes, such as anodizing, waterproofing, cleaning, bleaching, and pickling, for chemical strength, specific gravity, or other specifications; materials for presence and content of elements or substances, such as hydrocarbons, manganese, natural grease or impurities, tungsten, sulfur, cyanide, ash or dust, and samples of manufactured products, such as cellophane or glassware, to verify conformity with heat resistance, tensile strength, ductibility, and other specifications, and examines materials, using microscope. The Laboratory Technician (Laboratory Tester) records test results on standard forms, writes test reports describing procedures used, and prepares graphs and charts, cleans and sterilizes laboratory apparatus, may prepare chemical solutions according to standard formulae, and may add chemicals or raw materials to process solutions or product batches to correct deviations from specifications.

Minimum Education: Bachelor of Science from an accredited MLT Program; passing a national exam given by the Board of registry of American Society for Clinical Pathology

Experience: 3+ years

#### MATHEMATICAL TECHNICIAN

Duties: The Mathematical Technician applies standardized mathematical formulas, principles, and methodology to technological problems in engineering and physical sciences in relation to specific industrial and research objectives, processes, equipment, and products. They confer with professional, scientific, and engineering personnel to plan project, analyzes raw data recorded on magnetic tape, punched cards, photographic film or other media, and select most practical and accurate combination and sequence of computational methods using algebra, trigonometry, geometry, vector analysis and calculus to reduce raw data to meaningful and manageable terms. This technician selects most economical and reliable combination of manual, mechanical, or electronic data processing methods and equipment consistent with data reduction requirements, modifies standard formulas to conform to data processing method selected, translates data into numerical values, equations, flow charts, graphs or other media, analyzes processed data to detect errors. This worker may operate card punching or sorting machines, calculators, or data processing equipment.

Minimum Education: Bachelor of Science and relevant certifications

Experience: 3+ years

#### PARALEGAL/LEGAL ASSISTANT I

Duties: The Paralegal/Legal Assistant I works under close supervision with required assistance readily available. Persons in this position typically perform the following: a.

Consult prescribed sources of information for facts relating to matters of interest to the program; b. Review documents to extract selected data and information relating to specific items; c. Review and summarize information in prescribed format on case precedent and decisions; d. Search and extract legal references in libraries and computer-data banks; e. Attend hearings or court appearances to become informed on administrative and/or court procedures and the status of cases, and where necessary, assist in the presentation of charts and other visual information.

Minimum Education: Four-year degree required, or paralegal certificate plus relevant experience

Experience: 1 + years

## PARALEGAL/LEGAL ASSISTANT II

Duties: At this level, the Paralegal/Legal Assistant II exercises more independent judgment than at the level I position. In this capacity the incumbent: a. Reviews case materials to become familiar with questions under consideration; b. Searches for and summarizes relevant articles in trade magazines, law reviews, published studies, financial reports, and similar materials for use of attorneys in the preparation of opinions, briefs, and other legal documents; c. Prepares digests of selected decisions or opinions which incorporate references and analyses of precedents involved in areas of well-defined and settled points of law; d. Interviews potential witnesses and prepares summary interview reports for the attorney's review; e. Participates in pre-trial witness conferences, notes possible deficiencies in case materials (e.g., missing documents, conflicting statements) and additional issues or other questionable matters, and requests further investigation by other agency personnel to correct possible deficiencies or personally conducts limited investigations at the pre-trial stage; f. Prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits; g. Verifies citations and legal references on prepared legal documents; h. Prepares summaries of testimony and depositions; i. Drafts and edits non-legal memoranda, research reports and correspondence relating to cases.

Minimum Education: Four-year degree required, or paralegal certificate plus relevant experience

Experience: 3+ years

## PARALEGAL/LEGAL ASSISTANT III

Duties: At this level, the Paralegal/Legal Assistant III participates in the substantive development of cases. In this capacity, the incumbent performs the following: a. Analyzes and evaluates case files against litigation worthiness standards; b. Notes and corrects case file deficiencies (e.g., missing documents, inconsistent material, leads not investigated) before sending the case on to the concerned trial attorney; c. Reviews and analyzes available precedents relevant to cases under consideration for use in presenting case summaries to trial attorneys; d. Gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity; e. Interviews relevant personnel and

potential witnesses to gather information; f. Reviews and analyzes relevant statistics; g. Performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation; h. Consults with statistical experts on reliability evaluations; i. May testify in court concerning relevant data.

Minimum Education: Four-year degree required, or paralegal certificate plus relevant experience

Experience: 5+ years

#### PARALEGAL/LEGAL ASSISTANT IV

At this level, the Paralegal/Legal Assistant IV assists in the evaluation, development, and litigation of cases. In this capacity, the incumbent performs the following duties: a. Examines and evaluates information in case files, for case litigation worthiness and appropriate titles of law; b. Determines the need for additional information, independent surveys, evidence, and witnesses, and plans a comprehensive approach to obtain this information; c. Through on-site visits, interviews, and review of records on operations, looks for and evaluates the relevance and worth of evidence; d. Selects, summarizes, and compiles comparative data to examine and evaluate respondent's deficiencies in order to provide evidence of illegal practices or patterns; e. Reviews economic trends and forecasts at the national and regional level to evaluate the impact of successful prosecution and potential remedial provisions of ongoing investigations and litigation; f. Identifies types of record keeping systems and types of records maintained which would be relevant. Gathers, sorts, and interprets data from various record systems including computer information systems; g. Interviews potential witnesses for information and prepares witnesses for court appearances; h. Develops statistics and tabulations, such as standard deviations, regression analyses, and weighting, to provide leads and supportive data for case litigation. Prepares charts, graphs, and tables to illustrate results; i. Analyzes data, develops recommendations and justifications for the attorney(s) who will take the matter to court. Continues to work with the attorney(s) during the progress of the case, obtaining and developing further evidence and exhibits, providing administrative assistance, and maintaining custody of exhibits, documents, and files; j. May appear in court as a witness to testify concerning exhibits prepared supporting plaintiff's case.

Minimum Education: Four-year degree required, or paralegal certificate plus relevant experience

Experience: 7+ years

#### TECHNICAL WRITER II

Duties: In this capacity, the Technical Writer II 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 Education: Four-year degree required, plus relevant experience

Experience: 5+ years

### TECHNICAL WRITER III

Duties: 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 manufacturers 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 Education: Four-year degree required, plus relevant experience and certification

Experience: 7+ years