GENERAL SERVICES ADMINISTRATION (GSA)
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICELIST

MULTIPLE AWARDS SCHEDULE

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Small Disadvantaged Business
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Contract Number: GS-07F-0393V
Contract Period: July 1, 2009 – June 30, 2024

Pricelist current through MAS modification #A812 dated 4/13/2020

Products and ordering information in this Authorized FAS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service Home Page via the Internet at http://www.gsa.gov/
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General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Catalog/Price List

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

SCHEDULE TITLE: 561320SBSA – Human Capital
Temporary Help Services

Contract No. GS-07F-0393V

CONTRACT PERIOD: July 1, 2019 through June 30, 2024


CONTRACTOR: EnSoftek, Inc.
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Fax number: (503) 626-1769
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CONTRACTOR’S ADMINISTRATION SOURCE: Ramana Reddy

BUSINESS SIZE: Small Disadvantaged Business

1 Customer Information

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

SIN DESCRIPTION
561320SBSA Human Capital – Temporary Help Services

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

1.c 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 for our preponderance of work location and labor categories. 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 unless the contractor agrees to accept a smaller order amount.

4. **GEOGRAPHIC COVERAGE:**

   The preponderance of work location has been identified as: **San Francisco, CA (Counties of Marin, San Francisco, and San Mateo). Wage Determination No.: 2015-5637, Revision No.: 11, Date 12/26/2018.**

   EnSoftek, Inc. may perform work at any of the locations listed in the SCA Wage Index Matrix. Service in an area with lower SCA rates than the stated preponderance of work location, resulting in lower wages being paid, will have the prices for that Task Order discounted accordingly.

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

6. **DISCOUNT FROM LIST PRICES:** N/A

7. **QUANTITY DISCOUNT(S):** None

8. **PROMPT PAYMENT TERMS:** Net 30

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

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

10. **FOREIGN ITEMS:** None

11.a **TIME OF DELIVERY:** N/A

11.b **EXPEDITED DELIVERY:** N/A

11.c **OVERNIGHT AND 2-DAY DELIVERY:** N/A

11.d **URGENT REQUIREMENTS:** Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. **FOB POINT:** N/A

13.a **ORDERING ADDRESS:** Same as contractor address. Customer should contact contractor for additional addresses.
13.b ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14 PAYMENT ADDRESS: Same as contractor address.

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: None.

18 TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): N/A

19 TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A

20 TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A

20.a TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A

21 LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

22 LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

23 PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A

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

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

25 DUNS NUMBER: 123863156

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

A. Special Item Number (SIN) 561320SBSA – Temporary Help Services

This category includes occupations concerned with preparing, transcribing, transferring, systematizing, and preserving both written and computerized communications and records; gathering and distributing information. The duties in this category also include: operating office machines; storing, distributing, accounting for stores of materials; distributing mail and delivering messages. Performing other administrative support and clerical duties may be required.

01010 ACCOUNTING CLERK (OCCUPATIONAL BASE)
The Accounting Clerk performs one or more accounting tasks such as; posting to registers and ledgers; balancing and reconciling accounts; verifying the internal consistency, completeness, and mathematical accuracy of accounting documents. In addition, tasks include; assigning prescribed accounting distribution codes; examining and verifying the clerical accuracy of various types of reports, lists, calculations, and postings. This position is responsible for preparing journal vouchers; making entries of adjustments to accounts; and working with spreadsheets. Level I require a basic knowledge of routine clerical methods, office practices and procedures as they relate to the clerical processing and recording of transactions. Levels II and III require a knowledge and understanding of the established and standardized bookkeeping and accounting procedures and techniques used in an accounting system, or a segment of an accounting system where there are few variations in the types of transactions handled. In addition, most jobs at each level will require a basic knowledge and understanding of the terminology, codes, and processes used in an automated accounting system.

01011 - ACCOUNTING CLERK I
This position is responsible for performing one or more routine accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Specific tasks/duties are assigned under adequate supervision. Entry-level reconciliation and posting will be assigned under detailed guidance. In most instances, an employee in this position will rely on the supervisors' instructions. Completed work will be reviewed for accuracy and compliance with procedures. Education & Experience: Requires a High School Diploma and 1-3 years of experience.

01012 - ACCOUNTING CLERK II
This position uses knowledge of double entry bookkeeping in performing one or more of the following: posting actions to journals, identifying subsidiary accounts affected, making debit and credit entries, and assigning proper codes. The Accounting Clerk II may review computer printouts against manually maintained journals, detect and correct erroneous postings, and prepare documents to adjust accounting classifications and other data, or review lists of transactions rejected by an automated system. In this instance, the Accounting Clerk II will determine reasons for rejections, and prepare necessary correcting material. On routine assignments, an employee will select and apply established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used, are reviewed for technical accuracy. Education & Experience: Requires a High School Diploma and 3-5 years of experience.
01013 - ACCOUNTING CLERK III
The Accounting Clerk III maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following: 1.) reviewing invoices and statements verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit determining accounts involved. The review will include coding transactions, and processing material through data processing for application in the accounting system; 2.) Analysis and reconciliation of computer printouts with operating unit reports (contacting units, researching causes of discrepancies, and taking action to ensure that accounts balance). Supervisor provides suggestions for handling unusual or non-recurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor, or are controlled by mechanisms built into the accounting processes.
Education & Experience: Requires Associate's Degree and 5+ years of experience.

01020 - ADMINISTRATIVE ASSISTANT
In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.
Education & Experience: Requires a High School Diploma and 1-3 years of experience.

01050 - DATA ENTRY OPERATOR (OCCUPATIONAL BASE)
This position operates keyboard-controlled data entry devices such as a computer, key-operated magnetic tape, or disc encoder to transcribe data into a format suitable for computer processing. Job task requires skill in operating an alphanumeric keyboard, and an understanding of transcribing procedures and relevant data entry equipment. Positions are classified into levels based on the following definitions:

01151 - DATA ENTRY OPERATOR I
This position works under close supervision and follows specific procedures or detailed instructions. The Data Entry Operator I work 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.
Education & Experience: Requires a High School Diploma and 1-3 years of experience.

01152 - DATA ENTRY OPERATOR II
This position requires the application of experience and judgment in selecting procedures to be followed, and searching for interpreting, selecting, or coding items to be entered from a variety of document sources. The Data Entry Operator II may occasionally perform routine work as described for Data Entry Operator I.
Education & Experience: Requires a High School Diploma and 3-5 years of experience.

01070 - DOCUMENT PREPARATION CLERK (DOCUMENT PREPARER/SPECIALIST)
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. Education & Experience: Requires a High School Diploma and 1-3 years of experience.

01110 - GENERAL CLERK (OCCUPATIONAL BASE)
The General Clerk follows clearly detailed procedures in performing simple repetitive tasks in the same sequence. Responsibilities would include filing pre-coded documents in a chronological file, or operating office equipment, (e.g., mimeograph, photocopy, addressograph or mailing machine).

01111 - GENERAL CLERK I
This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier, facsimile, multiline 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.
Education & Experience: Requires a High School Diploma and 1-3 years of experience.

01112 - GENERAL CLERK II
This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.
Education & Experience: Requires a High School Diploma and 3-5 years of experience.

01113 - GENERAL CLERK III
This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures.
Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints.

The General Clerk III may also direct lower level clerks. Positions above level IV are excluded. Such positions require workers to use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments. Typical jobs covered by this exclusion include administrative assistants, clerical supervisors, and office managers.
Education & Experience: Requires Associate's Degree and 5+ years of experience.

01260 - PERSONNEL ASSISTANT (OCCUPATIONAL BASE)
This position performs a variety of general personnel clerical tasks in such areas as employee records, benefits, education, training, employment/staffing, compensation, employee labor relations, and equal employment opportunity/affirmative action. The Personnel Assistant may conduct surveys and update manual and automated personnel records. At the higher levels, assistants perform limited aspects of personnel professionals' work such as interviewing candidates, recommending placements, performing compensation or benefit support activities involving contacts throughout the company, and preparing
communications to various third-party benefit vendors. Excluded are workers who primarily compute
and process payrolls.

01261 - PERSONNEL ASSISTANT I
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.
Education & Experience: Requires a High School Diploma and 1-3 years of experience.

01262 - PERSONNEL ASSISTANT II
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. This assistant 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.). The Personnel Assistant II may
provide guidance to lower level Personnel Assistants. This level requires extensive knowledge of various
office software packages. Guidance is provided as needed. Completed written work receives close
technical review from higher-level personnel office employees. Work may be checked occasionally.
Education & Experience: Requires a High School Diploma and 3-5 years of experience.

01263 - PERSONNEL ASSISTANT III
This position performs work in support of human resource professionals that requires a good working
knowledge of personnel procedures, guides, and precedents. Job tasks may include interviewing
applicants, obtaining references, and recommending placement in a well-defined occupation. At this
level, assistants typically have a range of personal contacts within and outside the organization, in addition
to handling employee-sensitive material. Therefore, the Assistant must be tactful, discrete, and articulate.
This Assistant may be involved in identifying potential issues and grievance procedures, in addition to
documenting necessary information to avoid company threat. The Personnel Assistant III may make
recommendations to human resource professionals on job classification, wage rates, and employee
salaries. The use of computers may be relied on heavily for organizational and reporting purposes.
Advanced experience with office software packages may be needed. This Assistant may perform some
clerical work in addition to the above duties. Supervisor will review completed work against stated
objectives.
Education & Experience: Requires Associate's Degree and 5+ years of experience.

01311 - THRU 01313 SECRETARY (OCCUPATIONAL BASE)
Provides principal secretarial support in an office, usually to one individual, and, in some cases, also to the
subordinate staff of that individual. 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. Performs varied 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.
01311 - SECRETARY I
Schedules appointments, gives information to callers, takes dictation, and otherwise relieves officials of clerical work and minor administrative and business detail. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.
Education & Experience: Requires a High School Diploma and 1-3 years of experience.

01312 - SECRETARY II
Schedules appointments, gives information to callers, takes dictation, and otherwise relieves officials of clerical work and minor administrative and business detail. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.
Education & Experience: Requires a High School Diploma and 3-5 years of experience.

01313 - SECRETARY III
Provides administrative support to an individual or office. Supplies information, maintains files, schedules appointments, produces correspondence and otherwise relieves officials of minor administrative and business detail. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor.
Education & Experience: Requires a High School Diploma and 5+ years of experience.

01610 - WORD PROCESSOR (Occupational Base)
This position uses automated systems, such as word processing equipment, personal computers, or work stations linked to a larger computer or local area network, to produce a variety of documents, such as correspondence, memos, publications, forms, reports, tables and graphs. The Word Processor uses one or more-word processing software packages; may also perform routine clerical tasks, such as operating copiers, filing, answering telephones, ad sorting and distributing mail.
Excluded are:
   a. Typists using automatic or manual typewriters with limited or no text-editing capabilities; workers in these positions are not typically required to use word processing software packages;
   b. Key Entry Operators, Accounting Clerks, Sales Clerks, and other clerks who may use automated word processing equipment for purposes other than typing composition;
   c. Positions requiring subject-matter knowledge to prepare and edit text using automated word processing equipment.

01611 - WORD PROCESSOR I
This position produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. The Word Processor I performs familiar, routine assignments following standard procedures, seeks further instructions for assignments requiring deviations from established procedures.
Education & Experience: Requires Associate's Degree and 1-3 years of experience.
01612 - WORD PROCESSOR II
This position uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or knowledge of specialized or technical terminology to perform such typical duties as:

a. Editing and reformatting written or electronic drafts. Examples include: correcting function codes; adjusting spacing, formatting and standardizing headings, margins, and indentations.
b. Transcribing scientific reports, lab analysis, legal proceedings, or similar material from voice tapes or handwritten drafts. Work requires knowledge of specialized, technical, or scientific terminology.

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.

Education & Experience: Requires Associate's Degree and 3-5 years of experience.

01613 - WORD PROCESSOR III
Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports which include tables, graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions; independently completes assignments and resolves problems.

Education & Experience: Requires Associate's Degree and 5+ years of experience.

12025 - DENTAL HYGIENIST
Dental hygienists’ clean teeth, examine patients for signs of oral diseases such as gingivitis, and provide other preventative dental care. They also educate patients on ways to improve and maintain good oral health. Dental hygienists typically do the following:

- patient screening procedures; such as assessment of oral health conditions, review of the health history, oral cancer screening, head and neck inspection, dental charting and taking blood pressure and pulse
- taking and developing dental radiographs (x-rays)
- removing calculus and plaque (hard and soft deposits) from all surfaces of the teeth
- applying preventive materials to the teeth (e.g., sealants and fluorides)
- teaching patient’s appropriate oral hygiene strategies to maintain oral health; (e.g., tooth brushing, flossing and nutritional counseling)
- counseling patients about good nutrition and its impact on oral health
- making impressions of patients' teeth for study casts (models of teeth used by dentists to evaluate patient treatment needs)
- performing documentation and office management activities

Education & Experience: Requires bachelor's or master's degree and 1-3 years of experience.

12040 - EMERGENCY MEDICAL TECHNICIAN (EMT)
Provides emergency medical treatment to sick or injured persons at site of emergency and while in transit to medical facility, working as a member of an emergency medical team. Responds to instructions from emergency medical dispatcher, and drives specially equipped emergency vehicle to specified location. Monitors communication equipment to maintain contact with dispatcher. Determines nature and extent of illness or injury, or magnitude of catastrophe, and establishes procedures to be followed or need for
additional assistance, basing decisions on statements of persons involved, examination of victim or victims, and knowledge of emergency medical practice.

Administers prescribed medical treatment at site of emergency, or in vehicle in route to medical facility, performing such activities as applying splints, administering oxygen, maintaining an adequate airway, treating minor wounds or abrasions, or performing cardiopulmonary resuscitation. Communicates with professional medical personnel at emergency treatment facility to obtain instructions regarding further treatment and to arrange for reception of victims at treatment facility. Assists in removal of victims from vehicle, transfer to treatment center and obtain and record information related to victims' vital statistics and circumstances of emergency. Maintains vehicles and medical communication equipment, and replenishes first-aid equipment and supplies. May assist professional medical personnel in emergency treatment administered at medical facility.

The typical EMT is trained according to a U. S. Department of Transportation National Standard Curriculum (114 hours). May also acquire additional skills, such as use of the automatic or manual external defibrillator, and become certified as an EMT-Defibrillator (EMT-D). On average, 18 hours of training are needed to acquire defibrillation skills.

Education & Experience: Requires High School Diploma / emergency medical technician training program and 1-3 years of experience.

12100 - MEDICAL ASSISTANT
Assists physicians in examination and treatment of patients, and performs clerical tasks related to administration of office. Prepares treatment rooms for examination of patient, and collects patient health and vital information (pulse, temperature, blood pressure, weight and height). Collects and prepares specimens for shipment to medical laboratories. Schedules appointments; arranges for hospital admission, laboratory and prescription services; receives money for bills; completes insurance forms; maintains financial records; and records and files patient charts and medical records. May use word processor and personal computer to perform administrative duties.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

12130 - MEDICAL LABORATORY TECHNICIAN (CLINICAL LABORATORY ASSISTANT; REGISTERED MEDICAL TECHNICIAN)
Performs a variety of routine tests and laboratory procedures, in a medical laboratory, for use in diagnosis and treatment of diseases. Conducts urinalysis, clinical chemistry tests and blood counts. Prepares tissue samples for study by medical technologist or pathologist and chemical reagent stains and solutions. Tends automatic equipment to prepare specimens and perform analytic tests. Maintains laboratory stock of chemicals, glassware and other equipment.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

12160 - 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. Records diagnoses and treatments, including operations performed, for use in completing hospital insurance billing forms. May type and process birth certificates, assist other workers with coding of records and post results of laboratory tests to records.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

**12190 - 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. Transcribes medical reports. Maintains indexes on patient, disease, operation, and other categories. 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. May assist medical staff in special studies or research.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

**12195 - MEDICAL TRANSCRIPTIONIST**
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.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

**12250 - PHARMACY TECHNICIAN**
Prepares and dispenses medications and maintains related records for patients in hospital or clinic under supervision of pharmacist. Prepares, packages, labels and distributes medication doses prescribed by physician. Maintains patient medication profile records, utilizing computer. Maintains inventories of drugs and supplies, performing such duties as placing drug and supply orders with vendors, stocking shelves, rotating stock and checking expiration date of pharmaceuticals.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

**12305 – RADIOLOGIC TECHNOLOGIST**
Radiologic Technologist provides information to diagnose patient illnesses by operating radiologic equipment to produce radiographs. Radiologic Technologist typically performs the following:

- Ensures operation of radiology equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Maintains radiology supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Gains patient cooperation by reducing anxieties; providing explanations of treatment; answering questions.
- Prepares patient for radiological procedure by positioning patient; adjusting immobilization devices; moving equipment into specified position; adjusting equipment controls to set exposure factors.
• Minimizes radiation to patient and staff by practicing radiation protection techniques, using beam restrictive devices, patient shielding, and knowledge of exposure factors.

• Protects patients and employees by adhering to infection-control policies and protocols; following drug protocols in case of reactions to drugs, such as contrast media, administering first aid, and using the emergency cart.

• Maintains production and quality of radiographs by following established standards and procedures; developing radiographs; observing radiographic results; making necessary adjustments.

• Documents patient care services by charting in patient and department records.

• Contributes to team effort by accomplishing related results as needed.

Skills/Qualifications:
- Use of Medical Technologies
- Performing Diagnostic Procedures
- Informing Others
- Quality Focus
- Planning
- Technical Understanding
- People Skills
- Dependability
- Creating a Safe, Effective Environment
- Radiologic Technology
- Analyzing Information

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

12221 - NURSING ASSISTANT I
Performs simple personal care and housekeeping tasks requiring no previous training. Typical tasks include: bathing, dressing, feeding, lifting, escorting, and transporting patients; collecting laundry carts and food trays, taking and recording temperatures; and changing bed linen and cleaning patient’s room. Follows detailed and specific instructions.

Education & Experience: Requires Associate's Degree / Certified nursing assistant (CNA) program and 1-3 years of experience.

12222 - NURSING ASSISTANT II
In addition to providing personal care, performs common nursing procedures such as observing and reporting on patient conditions; taking and recording vital signs; collecting and labeling specimens; sterilizing equipment; listening to and encouraging patients; giving sitz baths and enemas; applying and changing compresses and non-sterile dressings; checking and replenishing supplies; securing admission data from patients; and assisting in controlling aggressive or disruptive behavior. Follows specific instructions; matters not covered are verified with the supervisor.

Education & Experience: Requires Associate's Degree / Certified nursing assistant (CNA) program and 3-5 years of experience.

12223 - NURSING ASSISTANT III
Performs a variety of common nursing procedures as described at level II. Work requires prior experience or training to perform these procedures with some latitude for exercising independent initiative or limited judgment. May also perform several procedures sequentially; chart patient care; administer prescribed medication and simple treatments; teach patient self-care; and lead lower level nursing assistants.

Education & Experience: Requires Associate's Degree / Certified nursing assistant (CNA) program and 5+ years of experience.

12224 - NURSING ASSISTANT IV
Applies advanced patient or resident care principles, procedures and techniques which require considerable training and experience. In addition to the work described at level III, typical duties include: assisting professional staff in planning and evaluating patient or resident care; recognizing subtle changes in patient’s condition and behavior and varying nursing care accordingly; catheterizing, irrigating, and suctioning patients; monitoring IV fluids and alerting registered nurse when system needs attention; and
performing minor operative and diagnostic procedures in a clinic. Supervisor describes limitations and priorities of work.

Education & Experience: Requires Associate's Degree / Certified nursing assistant (CNA) program and 10+ years of experience.

12311 - REGISTERED NURSE I
Provides comprehensive general nursing care to patients whose conditions and treatment are normally uncomplicated. Follows established procedures, standing orders, and doctor's instructions. Uses judgment in selecting guidelines appropriate to changing patient conditions. Routine duties are performed independently; variations from established routines are performed under specific instructions. Typical assignments include:

Staff: Prepares hospital or nursing home patients for tests, examinations, or treatment; assists in responding to emergencies; records vital signs and effects of medication and treatment in patient charts; and administers prescribed medications and intravenous feedings.

Operating Room: Assists in surgical procedures by preparing patients for less complex operations (e.g., appendectomies); sterilizes instruments and other supplies; handles instruments; and assists in operating room, recovery room, and intensive care ward.
Health Unit/Clinic: Administers immunizations, inoculations, allergy treatments, and medications in a clinic or employer health unit; performs first aid for minor burns, cuts, bruises, and sprains; obtains patient histories; and keeps records, writes reports, and maintains supplies and equipment.

Education & Experience: Requires Associate's degree in nursing (ADN) and 1-3 years of experience.

12312 - REGISTERED NURSE II
Plans and provides comprehensive nursing care in accordance with professional nursing standards. Uses judgment in assessing patient conditions, interprets guidelines, and modifies patient care as necessary. Recognizes and determines proper action for medical emergencies, e.g., calls physician or takes preplanned emergency measures. Typical assignments include:

Staff: In addition to the duties described at Level I, usually performs more complex procedures, such as: administering blood transfusions; managing nasal-pharyngeal, gastric suction, and other drainage tubes; using special equipment such as ventilator devices, resuscitators and hypothermic units; or closely monitoring postoperative and seriously ill patients.

Operating Room: Provides nursing service for surgical operations, including those involving complex and extensive surgical procedures. Confers with surgeons concerning instruments, sutures, prostheses and special equipment; cares for physical and psychological needs of patients; assists in the care and handling of supplies and equipment; assures accurate care and handling of specimens; and assumes responsibility for aseptic technique maintenance and adequacy of supplies during surgery.

Psychiatric: Provides comprehensive nursing care for psychiatric patients. In addition to observing patients, evaluates and records significant behavior and reaction patterns and participates in group therapy sessions.

Health Unit/Clinic: Provides a range of nursing services, including preventive health care counseling. Coordinates health care needs and makes referrals to medical specialists; assesses and treats minor health
problems; administers emergency treatment; performs limited portions of physical examinations; manages the stable phases of common chronic illnesses; and provides individual and family counseling.

Community Health: Provides a broad range of nursing services including adult and child health care, chronic and communicable disease control, health teaching, counseling, referrals, and follow-up.
Education & Experience: Requires Bachelor's degree in nursing (BSN) and 3-5 years of experience.

12314 - REGISTERED NURSE III
Plans and performs specialized and advanced nursing assignments of considerable difficulty. Uses expertise in assessing patient conditions and develops nursing plans which serve as a role model for others. Evaluations and observation skills are relied upon by physicians in developing and modifying treatment. Work extends beyond patient care to the evaluation of concepts, procedures, and program effectiveness. Typical assignments include:

Specialist: Provides specialized hospital nursing care to patients having illnesses and injuries that require adaptation of established nursing procedures. Renders expertise in caring for patients who are seriously ill; are not responding to normal treatment; have undergone unique surgical operations; or are receiving infrequently used medication. Duties may require knowledge of special drugs or the ability to provide pulmonary ventilation.

Psychiatric Specialist: Provides nursing expertise on an interdisciplinary treatment team which defines policies and develops total care programs for psychiatric patients.

Practitioner: Provides primary health care and nursing services in clinics, schools, employer health units, or community health organizations. Assesses, diagnoses, and treats minor illnesses and manages chronic health problems. Other services may include: providing primary care for trauma cases, including suturing; planning and conducting a clinic, school or employer health program; or studying and appraising community health services.
Education & Experience: Requires Bachelor's degree in nursing (BSN) and 5+ years of experience.

12316 - REGISTERED NURSE IV
Plans, researches, develops, and implements new or modified techniques, methods, practices, and approaches in nursing care. Acts as consultant in area of specialization and is considered an expert or leader within specialty area. Consults with supervisor to develop decisions and coordinates with other medical staff and community. Typical assignments include:

Specialist/Consultant: Provides expert and complex hospital nursing and health care to a specialized group of patients. Develops and monitors the implementation of new nursing techniques, policies, procedures and programs; instructs nursing and medical staff in specialty; represents the specialty to outside organizations; and evaluates, interprets, and integrates research findings into nursing practices.

Practitioner: Serves as primary health advisor in clinics and community health organizations and provides full range of health care services. Manages clinic and is responsible for formulating nursing and health care standard and policies, including developing and teaching new techniques or practices and establishing or revising criteria for care. Collaborates with physician in planning, evaluating, coordinating and revising program and determines conditions, resources and policies essential to delivery of health care services.
Education & Experience: Requires Bachelor's degree in nursing (BSN) and 10+ years of experience.
This following labor category includes occupations concerned with the utilization of the computer in the analysis and solution of business, scientific, engineering and other technical problems to include the following: operating electronic, optical, and electromechanical machines that record, store, process, and transcribe data from magnetic tape or other sources to solve mathematical, engineering, accounting, or technical problems, to keep records or to supply information; programming computer languages to perform mathematical, engineering and scientific computations or auditing, payroll, mailing list and text handling functions; and storing and retrieving computer files.

14040 - COMPUTER OPERATOR (OCCUPATIONAL BASE)
The Computer Operator monitors and operates the control console of either a mainframe digital computer or a group of minicomputers, in accordance with operating instructions, to process data. Work is characterized by the following:

- Studies operating instructions to determine equipment setup needed.
- Loads equipment with required items (tapes, cards, paper, etc.).
- Switches necessary auxiliary equipment into system;
- Diagnoses and corrects equipment malfunctions;
- Reviews error messages and makes corrections during operation or refers problems;
- Maintains operating record.

This operator may test run new or modified programs and assists in modifying systems or programs. Included within the scope of this definition are fully qualified Computer Operators, and trainees working to become fully qualified operators.

14041 - COMPUTER OPERATOR I
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.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

14042 - COMPUTER OPERATOR II
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.

Education & Experience: Requires Bachelor's degree and 3-5 years of experience.

14043 - COMPUTER OPERATOR III
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.

Education & Experience: Requires Bachelor's degree and 5-7 years of experience.
14044 - COMPUTER OPERATOR IV
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.
Education & Experience: Requires Master's degree and 7-10 years of experience.

14045 - COMPUTER OPERATOR V
The Computer Operator V resolves a variety of difficult operating problems (e.g. making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may materially alter the computer unit's production plans. This operator may spend considerable time away from the control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists with resolution of problems.
Education & Experience: Requires Master's degree and 10+ years of experience.

14070 - COMPUTER PROGRAMMER (OCCUPATIONAL BASE)
The Computer Programmer performs programming services for establishments or for outside organizations that may contract for services, converts specifications (precise descriptions) about business or scientific problems into a sequence of detailed instructions to solve problems by electronic data processing (EDP) equipment, i.e. digital computers; draws program flow charts to describe the processing of data, and develops the precise steps and processing logic which, when entered into the computer in coded language (COBOL, FORTRAN, or other programming language) to cause the manipulation of data to achieve desired results. The Computer Programmer tests and corrects programs, prepares instructions for operators who control the computer during runs, modifies programs to increase operating efficiency or to respond to changes in work processes, and maintains records to document program development and revisions.

14071 - COMPUTER PROGRAMMER I
The Computer Programmer I assist 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 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.
Education & Experience: Requires Bachelor's degree and 1-3 years of experience.
14150 - PERIPHERAL EQUIPMENT OPERATOR
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. Education & Experience: Requires Associate's Degree and 1-3 years of experience.

14160 PERSONAL COMPUTER SUPPORT TECHNICIAN
The Personal Computer Support Technician provides support to distributed PC/networking environment including installation, testing, repair, and troubleshooting for stand-alone PCs, PCs linked to networks, printers, and other computer peripherals. Support responsibilities include software installation, and configurations. This technician performs technical, operational, and training support to users of personal computers either by telephone, or on-site for PC desktop hardware and software packages. Job duties require the technician to install and test personal computers, printers, and other peripherals, configure operating system, load shrink-wrap programs and other application software programs. In this position, the incumbent troubleshoots computer problems, performs hardware and software diagnostics, coordinates needed repairs, resolves computer system problems, including coordination between users and components of a local area network, and participates in the evaluation of system configuration and software.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

INFORMATION AND ARTS OCCUPATIONS, INCLUDING MISC. OCCUPATIONS
Including, but not limited to, the following occupational categories: Cashier, Cook I-II, Dish Washer, Desk Clerk, Food Service Worker, Illustrator I - III, Librarian, Library Aide/Clerk, Library Technician, Photographer I-V, Photofinishing Worker, Sales Clerk, and Surveying Aide.

13047 LIBRARIAN
The Librarian maintains library collections of books, serial publications, and documents, audiovisual and other materials and assists groups and individuals in locating and obtaining materials, furnishes information on library activities, facilities, rules and services, explains and assists in use of reference sources, such as card or book catalog, or book and periodical indexes to locate information. This worker issues and receives materials for circulation or use in library, assembles and arranges displays of books and other library materials, maintains reference and circulation materials. The Librarian also answers
correspondence on special reference subjects, may compile list of library materials according to subjects or interests, and may select, order, catalog and classify materials.

Education & Experience: Requires Bachelor's degree and 3-5 years of experience.

**13050 - LIBRARY AIDE/CLERK**

The Library Aide/Clerk works under the supervision of Librarian and Library Technician at the main circulation desk following simple repetitive tasks including; issuing library cards, explaining library rules and borrowing procedures, recording information such as reports of lost or damaged items, requests for materials, and overdue materials and refers this information to Library Technician or Librarian. This Worker contacts borrowers by telephoning or issuing overdue notices, shelves books, magazines, and other materials under supervision of Library Technician or Librarian, accesses and enters limited routine information in a few screens of automated database, performs routine clerical duties such as referring callers or visitors to appropriate staff, and assists Library Technician with processing duties such as labeling and stamping and preparing materials such as posters or book lists for events.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

**13054 - LIBRARY INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR**

The Library Information Technology Systems Administrator administers and supports daily operational requirements of library and information computer network systems including workstation, file servers, and web servers. Duties typically involve the installation of hardware, software, systems upgrades, network accounts, network security, and web page design, interface and updates, planning and implementing long-range automation plan, period reports, and local system design documentation. This Administrator trains staff on software applicable to their position, assists patrons with information technology, and provides instruction on computers and applications.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

**13058 LIBRARY TECHNICIAN**

The Library Technician provides information service such as answering questions regarding card catalogs and assists in the use of bibliographic tools, such as Library of Congress catalog. The incumbent performs routine cataloging of library materials, files cards in catalog drawers according to system used, answers routine inquiries, and refers persons requiring professional assistance to Librarian. This Technician verifies bibliographic information on order requests, works or directs workers in maintenance of stacks or in section of department or division with tasks such as ordering or receiving section of acquisitions department, card preparation activities in catalog department, or limited loan or reserve desk operation of circulation department.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

**15090 TECHNICAL INSTRUCTOR/COURSE DEVELOPER**

The Technical Instructor teaches one or more courses in a technical trade or craft such as healthcare or product, develops the course material or prepares an instructional program in accordance with training or other course requirements, assembling materials to be presented. The incumbent teaches assigned topics in accordance with approved curriculum effectively utilizing all allotted time, maintains proficiency in instructional techniques, incorporates current examples in the teaching process (e.g. develops clarification or real-world examples of application related to the subject matter); develops and maintains classroom techniques that reflect professionalism, good discipline and enhance teaching. The Technical Instructor alternates teaching techniques in order to maintain high motivation and interest in the subject areas, administers grades, records and critiques examinations; prepares and administers remedial
assignments, submits written recommendations for curriculum updates to ensure consistency with changes and innovations in latest applicable publications or documents.

Education & Experience: Requires Bachelor's degree and 3-5 years of experience.

This labor category includes occupations concerned with the direct delivery and development of instruction. The instruction is primarily of a technical nature where the requirements of the work are a combination of practical knowledge of the methods and techniques of instruction and practical knowledge and experience in the subject taught. With the exception of educational technologist and instructional developer positions, the occupational titles in this category do not have a requirement of professional training in the field of education.

15080 - GRAPHIC ARTIST
The Graphic Artist works with the courseware production team to design and develop graphic/visual effects used in courseware material. This position requires the use of specialized computer software to develop high quality computer illustrations, technical drawings, and animations supporting various media used within the training curriculum. The Graphic Artist is capable of using specialized hardware and/or software for video/audio capture and editing of multimedia presentations, incorporates principles of layout design throughout the courseware production process, and is responsible for quality control, review and revision of all aspects of graphics development.

Education & Experience: Requires Bachelor's degree and 1-3 years of experience.

30061 - DRAFTER/CAD OPERATOR I
This operator prepares drawings or computer models of simple, easily visualized structures, systems, parts or equipment from sketches or marked-up prints, selects appropriate templates/computer programs or uses a compass and other equipment needed to complete assignments. Drawings and models fit familiar patterns and present few technical problems. Supervisor provides detailed instructions on new assignments, gives guidance when questions arise, and reviews completed work for accuracy. 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

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

30062 - DRAFTER/CAD OPERATOR II
This operator prepares various drawings computer models of such units as construction projects or parts and assemblies, including various views, sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Work requires use of most of the conventional drafting and CAD techniques and a working knowledge of the terms and procedures of the occupation. The Draft/CAD Operator II makes arithmetic computations using standard formulas. Familiar or recurring work is assigned in general terms. Unfamiliar assignments include information on methods, procedures, sources of information, and precedents to follow. Simple revisions to existing drawings or computer models may be assigned with a verbal explanation of the desired results. 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.

Education & Experience: Requires Associate's Degree and 3-5 years of experience.

30063 - DRAFTER/CAD OPERATOR III
This operator prepares complete sets of complex drawings or computer models that include multiple views, detail drawings, and assembly drawings. Drawings or models include complex design features that require considerable drafting skill to visualize and portray. Assignments regularly require the use of mathematical formulas to draw land contours or to compute weights, center of gravity, load capacities, dimensions, quantities of material, etc. The Draft/CAD Operator works from sketches, computer models, and verbal information supplied by an engineer, architect, or designer to determine the most appropriate views, detail drawings, and supplementary information needed to complete assignments. This operator selects required information from computer programs, and internet sites, precedents, manufacturers' catalogs, and technical guides. This operator independently resolves most of the problems encountered. 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. Education & Experience: Requires Bachelor's degree and 5+ years of experience.

30064 - DRAFTER/CAD OPERATOR IV
This operator works closely with design originators, preparing drawings or computer models of unusual, complex, or original designs that require a high degree of precision, performs unusually difficult assignments requiring considerable initiative, resourcefulness, and drafting expertise. This incumbent
assures that anticipated problems in manufacture, assembly, installation, and operation are resolved by
the drawing produced, exercises independent judgment in selecting and interpreting data based on
knowledge of the design intent. Although working primarily as a drafter, this worker may occasionally
interpret general designs prepared by others to complete minor details, may provide advice and guidance
to lower level drafters or serve as coordinator and planner for large and complex drafting projects.
Education & Experience: Requires Bachelor's degree and 10+ years of experience.

30081 ENGINEERING TECHNICIAN I
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.
Education & Experience: Requires Associate's Degree and 1-3 years of experience.

30082 - ENGINEERING TECHNICIAN II
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.
Education & Experience: Requires Associate's Degree and 3-5 years of experience.

30083 ENGINEERING TECHNICIAN III
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.

Education & Experience: Requires Bachelor’s degree and 5-7 years of experience.

30084 - ENGINEERING TECHNICIAN IV
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.

Education & Experience: Requires Bachelor's degree and 7-10 years of experience.

30085 - ENGINEERING TECHNICIAN V
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.

Education & Experience: Requires Master's degree and 10+ years of experience.

30086 - ENGINEERING TECHNICIAN VI
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.

Education & Experience: Requires Master's degree and 15+ years of experience.

30460 – TECHNICAL WRITER (OCCUPATIONAL BASE)
Under general supervision, the Technical Writer writes and edits technical reports, brochures, and/or
manuals for internal documentation, customer reference, or publication. This person researches and
analyzes available literature and verifies copy with appropriate departments, and may coordinate
production and distribution of materials.

30461 - TECHNICAL WRITER I
The Technical Writer I revise or writes standardized material for reports, manuals, briefs, proposals,
instruction books, catalogs, and related technical and administrative publications concerned with work
methods and procedures, and installation, operation, and maintenance of machinery and other
equipment. This worker receives technical direction from supervisor or senior writer, notes or manuals containing operating procedures and details manufacturer’s catalogs, drawings and other data relative to operation, maintenance, and service of equipment. This writer may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail.

This worker organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication arrange for typing, duplication and distribution of material; may assist in writing speeches, articles, and public or employee relations releases, and may specialize in writing material regarding work methods and procedures.

Education & Experience: Requires Bachelor’s degree and 1-3 years of experience.

30462 - TECHNICAL WRITER II
In this capacity, the Technical Writer revises or writes material that is mostly standardized for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. The incumbent receives assignment and technical information from a supervisor or senior writer, may be provided notes or manuals containing operating procedures and details, and may observe production, developmental or experimental activities to expand or verify the provided operating procedures and details.

This worker accesses manufacturers’ catalogs, drawings and other data relative to operation, maintenance, and service of equipment, may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. This writer organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, may select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication, and arrange for typing, duplication and distribution of material. This writer may draft speeches, articles, and public or employee relations releases, or specialize in writing material regarding work methods and procedures.

Education & Experience: Requires Bachelor’s degree and 3-5 years of experience.

30463 - TECHNICAL WRITER III
The Technical Writer III develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment, receives assignment from supervisor, observes production, developmental, and experimental activities to determine operating procedure and detail. This writer interviews production and engineering personnel and reads journals, reports, and other material to become familiar with product technologies and production methods, and reviews manufacturer’s and trade catalogs, drawings and other data relative to operation, maintenance, and service of equipment.

The Technical Writer III studies blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail, organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology; and reviews published materials and recommends
revisions or changes in scope, format, content, and methods of reproduction and binding. This worker may perform the following tasks: maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material; assist in laying out material for publication, arrange for typing, duplication and distribution of material, write speeches, articles, and public or employee relations releases, edit, standardize, or make changes to material prepared by other writers or plant personnel. This incumbent may specialize in writing material regarding work methods and procedures.

Education & Experience: Requires Bachelor's degree and 5+ years of experience.

The following labor categories are considered exempt positions:

ACCOUNTANT I (EXEMPT)
Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. May require a bachelor's degree in accounting and 0-2 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

Education & Experience: Requires Bachelor's degree and 5+ years of experience.

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

Education & Experience: Requires Bachelor's degree and 5+ years of experience.

ACCOUNTANT III (EXEMPT)
Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. Requires a bachelor's degree in accounting, and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is expected.

Education & Experience: Requires Bachelor's degree and 5+ years of experience.

AUDITOR I (EXEMPT)
Audits the accounting and financial data of various departments within an organization to ensure accuracy and compliance with government guidelines and laws. Identifies improper accounting or documentation
and researches issues and makes recommendations to improve policies or procedures accordingly. May work with outside auditors to help reconcile discrepancies or support the external auditing function. Requires a bachelor's degree in accounting and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

Education & Experience: Requires Bachelor's degree and 1-3 years of experience.

AUDITOR II (EXEMPT)
Audits the accounting and financial data of various departments within an organization to ensure accuracy and compliance with government guidelines and laws. Identifies improper accounting or documentation and researches issues and makes recommendations to improve policies or procedures accordingly. May work with outside auditors to help reconcile discrepancies or support the external auditing function. Requires a bachelor's degree in accounting and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

Education & Experience: Requires Bachelor's degree and 3-5 years of experience.

AUDITOR III (EXEMPT)
Audits the accounting and financial data of various departments within an organization to ensure accuracy and compliance with government guidelines and laws. Identifies improper accounting or documentation and researches issues and makes recommendations to improve policies or procedures accordingly. Works with outside auditors to help reconcile discrepancies or support the external auditing function. Requires a bachelor's degree in accounting and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is expected.

Education & Experience: Requires Bachelor's degree and 5+ years of experience.

CONTRACT SPECIALIST 1 (EXEMPT)
Performs pre-award functions for procurements involving complex contracts of highly specialized, extensive, new or innovative acquisitions or services. Administers long-term, complex contracts for procurements of extensive, highly specialized new or innovative acquisition, or services affecting ACA solicitations and respective contractors. Analyzes and evaluates cost and pricing data elements to determine price reasonableness for major acquisitions with limited precedent data available. Terminates highly specialized and/or long-term complex contracts that affect a wide range of procurement activities or contractors' operations. B.A. or B.S. degree in business, economics, engineering or related field. 8 years of experience in cost analysis with a demonstrated ability to supervise and lead a team of analysts.

Education & Experience: Requires Bachelor's degree and 1-3 years of experience.

CONTRACT SPECIALIST II (EXEMPT)
Develops a pre-negotiation position, determines the types of contracts and negotiation authority to be used, and prepares justification. Coordinates contract management activities consistent with Federal Acquisition Regulation guidance and contractual agreements. Interprets contract provisions, and provides appropriate advice and guidance, using mature judgment and defending all actions taken. Develops guidelines for use of staff and program offices, setting forth procurement lead-times for each type of
requirement handled. Serves as Contracting Officer with responsibility for pre-award and post award contracting functions involving procurements. Advises program officials of the procurement objectives to be used and assists in the preparation of the statement of work. B.A. or B.S. degree. Four years of experience and attendance at federal government acquisition workforce training may be substituted for a degree.

Education & Experience: Requires Bachelor's degree and 3-5 years of experience.

**CONTRACT SPECIALIST III (EXEMPT)**

Serves as a Contracting Officer and may have signature authority. Performs a wide range of contract administration and negotiation functions related to various types of contracts e.g., long-term, multi-million-dollar contracts for service, equipment and systems. Negotiates and administers assigned contracts to completion or termination. Types of contracts include fixed price, cost plus fixed fee or award fee, cost plus incentive fee, etc. Appoints contracting officers’ representatives (CORs) to monitor the technical efforts of the contractor. Ensures CORs fulfill their responsibilities in accordance with applicable directives and established administrative procedures. Maintains a comprehensive knowledge of laws pertaining to the contractor operation including labor laws, safety, etc. Reviews contractor organization and staffing and the qualification of key personnel. Position requires a Bachelor's Degree and 4 or more year’s professional experience in supporting the operational aspects of multiple, large scale Government programs.

Education & Experience: Requires Bachelor’s degree and 5+ years of experience.

**DESKTOP PUBLISHER (EXEMPT)**

Completes assignments involving word processing, including page layouts, charts and computer graphics utilizing desktop publishing equipment and integrated software packages. May require an associate's degree in a related area and at least 4 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks.

May direct and lead the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.

Education & Experience: Requires Associate's Degree and 3-5 years of experience.

**FINANCIAL ANALYST (EXEMPT)**

Compiles and analyzes financial information for an organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Requires a bachelor's degree and 4-7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

Education & Experience: Requires Bachelor's degree and 3-5 years of experience.

**PROGRAM ANALYST (EXEMPT)**

Assists with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customizes and configures workflow to allow the integration of client/server applications. Tests ERP layout to ensure the system is meeting corporate needs. May require a bachelor’s degree in area of specialty and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's
concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

Education & Experience: Requires Bachelor’s degree and 3-5 years of experience.
GSA Net Prices (Including IFF)

Wage Determination No.: 2015-5637, Revision No.: 11, Date 12/26/2018

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Net Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>561320SBSA Accounting Clerk I</td>
<td>$ 39.04</td>
</tr>
<tr>
<td>561320SBSA Accounting Clerk II</td>
<td>$ 43.13</td>
</tr>
<tr>
<td>561320SBSA Accounting Clerk III</td>
<td>$ 47.57</td>
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<tr>
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<tr>
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<tr>
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<td>561320SBSA Word Processor III</td>
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<td>561320SBSA Emergency Medical Technician</td>
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<td>561320SBSA Medial Assistant</td>
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<td>Position</td>
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<td>Computer Operator V</td>
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<tr>
<td>Computer Programmer I</td>
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<tr>
<td>Peripheral Equipment Operator</td>
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<tr>
<td>PC Support Technician</td>
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<tr>
<td>Computer Based Training Specialist/Instructor</td>
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<tr>
<td>Librarian</td>
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<tr>
<td>Library Aide/Clerk</td>
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<tr>
<td>Library IT Systems Administrator</td>
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<td>Library Technician</td>
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<tr>
<td>Technical Instructor/Course Developer</td>
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<tr>
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<td>Drafter/CAD Operator IV</td>
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<td>Engineering Technician IV</td>
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<td>Contract Specialist III</td>
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<td>Desktop Publisher</td>
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<td>Financial Analyst</td>
<td>$48.34</td>
</tr>
<tr>
<td>Program Analyst</td>
<td>$57.12</td>
</tr>
</tbody>
</table>

Note: If work is performed in an area with lower SCA rates than the stated preponderance of work location, resulting in lower wages being paid, the prices for that task order will be discounted accordingly.