



**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:** 736 - Temporary Administrative and Professional Staffing Services (TAPS)

FSC Group: 736

**Contract No.:** GS-07F-9171S

**Contract Period:** 10/15/2015 – 10/14/2020

**Pricelist current through Modification#:** PO-0026, Effective Date: 09/02/2015

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

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**CONTRACTOR'S ADMINISTRATION SOURCE:** Mr. Praful Patel

**BUSINESS SIZE:** Small Disadvantaged



**CUSTOMER INFORMATION:**

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

<b><u>SIN</u></b>	<b><u>DESCRIPTION</u></b>
736-1	Administration Support and Clerical Occupations
736-2	Automatic Data Processing Occupations
736-5	Technical and Professional Occupations

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

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

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

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

**3. MINIMUM ORDER: \$100 unless the contractor agrees to accept a smaller order amount.**

**4. GEOGRAPHIC COVERAGE: Preponderance of Work Location: Oakland, CA**

*Service in an area with lower SCA rates, resulting in lower wages being paid, will have the bill rates for that task order discounted accordingly from the approved pricing spreadsheet (baseline). Ohm Systems, Inc. shall never offer bill rates to any customer that have been deemed higher than those included on the approved pricing spreadsheet prior to the request (and subsequent receipt or award) of a modification for the area with the higher pricing.*

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

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

**7. QUANTITY DISCOUNT(S): 0.025% on Task Orders over \$100,000.**

**8. PROMPT PAYMENT TERMS: 0.025% 15 days; Net 30.**

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

**10. FOREIGN ITEMS: None**



11.
  - a. **TIME OF DELIVERY:** N/A
  - b. **EXPEDITED DELIVERY:** N/A
  - c. **OVERNIGHT AND 2-DAY DELIVERY:** N/A
  - d. **URGENT REQUIRMENTS:** 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. **ORDERING ADDRESS:** Same as contractor address. Customer should contact contractor for additional addresses.
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. **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
  - b. **Section 508 Compliance for EIT:** N/A
25. **DUNS NUMBER:** 11-749-9835
26. **NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:** Contractor has an Active Registration in the CCR database.

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Pricing is provided based on the Oakland, CA area current wage determination and current OPM salary table. Pricing for other locations will be determined based on the wage determination and/or OPM salary table in effect for that location.



**Preponderance of Work Location: Oakland, CA**

Wage Determination No.:2005-2051

Date of Revision: 07/08/2015, State: CA

Revision No.: 16

Area: California Counties of Alameda, Contra Costa

<b>Labor Categories</b>	<b>Rate/Hr.</b>
<b>SIN 736-1 Administrative Support and Clerical Occupations</b>	
Accounting Clerk I	\$31.02
Accounting Clerk II	\$34.30
Accounting Clerk III	\$37.85
Administrative Assistant	\$50.33
Data Entry Operator I	\$27.24
Data Entry Operator II	\$29.32
General Clerk I	\$27.97
General Clerk II	\$30.11
General Clerk III	\$34.08
Order Clerk I	\$29.62
Order Clerk II	\$31.93
Personnel Assistant (Employment) I	\$33.83
Personnel Assistant (Employment) II	\$37.37
Personnel Assistant (Employment) III	\$41.12
Receptionist	\$29.96
Secretary I	\$38.78
Secretary II	\$42.86
Secretary III	\$47.04
Word Processor I	\$35.27
Word Processor II	\$39.07
Word Processor III	\$42.95
<b>SIN 736-2 Automatic Data Processing Occupations</b>	
Computer Operator I	\$33.57
Computer Operator II	\$37.12
Computer Operator III	\$40.87
Computer Operator IV	\$44.95
Computer Operator V	\$49.36
Computer Programmer I	\$45.23
Computer Programmer II	\$45.23
Computer Programmer III	\$45.23
Computer Programmer IV	\$45.23
Computer Systems Analyst I	\$45.23
Computer Systems Analyst II	\$45.23
Computer Systems Analyst III	\$45.23



<b>Labor Categories</b>	<b>Rate/Hr.</b>
Peripheral Equipment Operator	\$33.57
Personal Computer Support Technician	\$44.95
<b>SIN 736-5 Technical and Professional Occupations</b>	
Procurement Assistant I	\$37.12
Procurement Assistant II	\$42.65
Contract Specialist I	\$38.60
Contract Specialist II	\$46.98
Contract Specialist III	\$55.63
Contract Specialist IV	\$64.68
Contract Specialist V	\$74.76
Subject Matter Expert I	\$87.75
Subject Matter Expert II	\$105.83
Subject Matter Expert III	\$128.81
Technical Writer I	\$42.65
Technical Writer II	\$51.81
Technical Writer III	\$61.17
Paralegal/Legal Assistant I	\$39.37
Paralegal/Legal Assistant II	\$47.74
Auditor	\$66.93

## Job Descriptions

### Accounting Clerk I

This position is responsible for performing one or more routine accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Specific tasks/duties are assigned under adequate supervision.

Entry-level reconciliation and posting will be assigned under detailed guidance. In most instances, an employee in this position will rely on the supervisors' instructions. Completed work will be reviewed for accuracy and compliance with procedures.

### 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.

### **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:

- 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;
- 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.

### **Administrative Assistant**

This is structured administrative support work of average difficulty and complexity. Work requires the operation of personal computers, Teletype Devices for the Deaf, communications systems and other office equipment; may require communication with the public.

- Screens callers and visitors; provides information or makes referrals, assists visitors completing forms and applications; provides information on services and functions
- schedules and places conference calls
- Handles emergency or trouble reports for communication systems.
- Maintains calendars, schedules, and makes travel arrangements.
- Answers routine inquiries requiring minor interpretations of policies, procedures, rules and regulations.
- Obtains information from incoming patients or other responsible individuals; informs patients of hospital regulations, policies and procedures; explains rates, charges, services, discounts and billing; notifies particular hospital division to expect patient and arranges for escort of patient. Collects, sorts, opens, and distributes mail.
- Operates electronic mailing systems to process building and interoffice mail, and all classes of federal mail. Maintains a record, filing, or registration system(s).
- Processes invoices, vouchers, payrolls, personnel transactions and other records; receives, records, tabulates, reconciles and reports cash receipts; distributes receipts to proper funds following established routines; prepares checks and cash for deposit.
- Maintains billing and posts charges and credits to accounts, prepares reports.
- Enters and manipulates data and information by creating simple word processing templates, form letters, database tables, and spreadsheets. May maintain web pages.
- Operates office equipment and personal computers.
- Enters data in a high production environment. Prepares and enters data or information from source documents, rough draft, copy or general instructions into routine and technical materials including forms, statistical reports and correspondence.
- Proofreads for proper coding, classification, mathematical accuracy and compliance with procedures. Takes minutes at meetings. Trains, guides and assists in the use of equipment or in completion of assignments.



- Maintains an adequate level of office supplies.

### **Data Entry Operator I**

This position works under close supervision and follows specific procedures or detailed instructions.

The Data Entry Operator I works from various standardized source documents that have been coded and require little or no selecting, coding or interpreting of data. Problems such as erroneous items and codes, or missing information are resolved at the supervisory level. Work is routine and repetitive.

### **Data Entry Operator II**

This position requires the application of experience and judgment in selecting procedures to be followed, and searching for interpreting, selecting, or coding items to be entered from a variety of document sources. The Data Entry Operator II may occasionally perform routine work as described for Data Entry Operator I.

Excluded are operators above Level II using the key entry controls to access, read, and evaluate the substance of specific records to take substantive actions, or to make entices requiring a similar level of knowledge.

### **General Clerk I**

This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence.

- Coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts
- Opening mail, calculating and posting charges to departmental accounts
- Operating basic office equipment, e.g., photocopier, facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs.
- Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.

### **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.

### **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.

### **Order Clerk I**



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

### **Order Clerk II**

This position handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the customer's needs, or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations.

### **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.

### **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.

### **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.

### **Receptionist**

This position greets visitors, determining nature of visits and directing visitors to appropriate persons.

- The Receptionist may also have other duties such as recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; making appointments; keeping a log of visitors; and issuing visitor passes.
- In this position, one may also work on a computer and perform other routine clerical work that may occupy the major portion of the worker's time.

### **Secretary I**

This position carries out recurring office procedures independently, and selects the guideline or reference that fits the specific case. The supervisor provides specific instructions on new assignments and checks completed work for accuracy.

The Secretary I performs varied duties including or comparable to the following:

- Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff. Control mail and assure timely staff response, and send Forms and letters
- As instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms.
- Review materials prepared for supervisor's approval for typographical accuracy and proper format
- Maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans.
- Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

### **Secretary II**

This person handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments.

Duties include or are comparable to the following:

- Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name.
- Schedule tentative appointments without prior clearance.
- Make arrangements for conferences and meetings and assemble established background materials as directed.
- May attend meetings and record and report on the proceedings
- Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures.
- assure that proper clearances have been obtained, when needed
- Collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff.
- Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.



### **Secretary III**

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

- Based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval.
- Anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered.
- Read publications, regulations, and directives and take action or refer those that are important to the supervisor and staff.
- Prepare special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions.
- Advise secretaries in subordinate offices on new procedures; request information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc., and shifts clerical staff to accommodate workload needs.

### **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.

### **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:

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

Work requires familiarity with office terminology and practices. Incumbent corrects copy, and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions.

Supervisor sets priorities and deadlines on continuing assignments, furnishes general instructions for recurring work and provides specific instructions for new or unique projects, may lead lower level word processors.

### **Word Processor III**

Requires a comprehensive knowledge of word processing software applications. 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.

### **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.

### **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.

### **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.

### **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.

### **Computer Operator V**

The Computer Operator V resolves a variety of difficult operating problems (e.g. making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements).

In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may materially alter the computer unit's production plans.

This operator may spend considerable time away from the control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists with resolution of problems.

### **Computer Programmer I**

The Computer Programmer I assists higher level staff by performing elementary programming tasks which concern limited and simple data items and steps which closely follow patterns of previous work done in the



organization, e.g. drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. This worker may perform routine programming assignments (as described in Level II) under close supervision.

In addition to assisting higher level staff, the Computer Programmer I may perform elementary fact-finding concerning a specified work process, e.g., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.) and then report findings to higher level staff. May receive training in elementary fact-finding. Detailed step-by-step instructions are given for each task, and any deviation must be authorized by a supervisor. Work is closely monitored in progress and reviewed in detail upon completion.

### **Computer Programmer II**

At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. This Computer Programmer performs routine programming assignments that do not require skilled background experience but do require knowledge of established programming procedures and data processing requirements, and works according to clear-cut and complete specifications. The data are refined, and the format of the final product is very similar to that of the input, or is well defined when significantly different, i.e., there are few, if any, problems with interrelating varied records and outputs.

- The Computer Programmer II maintains and modifies routine programs, makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes, tests and documents modifications and writes operator instructions, may write routine new programs using prescribed specifications, and may confer with EDP personnel to clarify procedures, processing logic, etc.
- In addition, the Computer Programmer II may evaluate simple interrelationships in the immediate programming area confers with user representatives to gain an understanding of the situation sufficient to formulate the needed change, and implements the change upon approval of the supervisor or higher level staff. The incumbent is provided with charts, narrative descriptions of the functions performed, an approved statement of the product desired (e.g., a change in a local establishment report), and the inputs, outputs, and record formats. This Worker reviews objectives and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Work is usually monitored in progress, and all work is reviewed upon completion for accuracy and compliance with standards.

### **Computer Programmer III**

As a fully qualified Computer Programmer, this Worker applies standard programming procedures and detailed knowledge of pertinent subject matter in a programming area such as a record keeping operation (supply, personnel and payroll, inventory, purchasing, insurance payments, depositor accounts, etc.); a well-defined statistical or scientific problem; or other standardized operation or problem. The incumbent works according to approved statements of requirements and detailed specifications.

While the data are clear cut, related, and equally available, there may be substantial interrelationships of a variety of records and several varied sequences of formats are usually produced. The programs developed or modified typically are linked to several other programs in that the output of one becomes the input for another. This Computer Programmer recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment, and solves conventional programming problems, (In small organizations, may maintain programs that concern or combine several operations, i.e. users, or develop programs where there is one primary user and the others give input.)

- The Computer Programmer III performs such duties as developing, modifying, and maintaining assigned programs, designing and implementing modifications to the interrelation of files and records



within programs in consultations with higher level staff. This Worker monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. (Scientific programming includes assignments such as: using predetermined physical laws expressed in mathematical terms to relate one set of data to another; the routine storage and retrieval of field test data, and using procedures for real-time command and control, scientific data reduction, signal processing, or similar areas.)

- This Programmer tests, documents work, writes and maintains operator instructions for assigned programs, and confers with other EDP personnel to obtain or provide factual data.
- In addition, this Programmer may carry out fact-finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. Job tasks may require the incumbent to analyze present performance of the program and take action to correct deficiencies based on discussion with the user and consultation with and approval of the supervisor or higher-level staff. This Programmer may assist in the review and analysis of detailed program specifications, and in program design to meet changes in work processes.
- The Computer Programmer III works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures, resolves problems and deviations according to established practices, and obtains advice where precedents are unclear or not available.
- This Worker, may guide or instruct lower level programmers; supervise technicians and others who assist in specific assignments, works on complex programs under close direction of higher level staff or supervisor, and may assist higher level staff by independently performing moderately complex tasks assigned, and performing complex tasks under close supervision. Work at a level above this is deemed Supervisory or Individual Contributor. Completed work is reviewed for conformance to standards, timeliness, and efficiency.

#### **Computer Programmer IV**

The Computer Programmer IV applies expertise in programming procedures to complex programs; recommends the redesign of programs, investigates and analyzes feasibility and program requirements, and develops programming specifications. Assigned programs typically affect a broad multi-user computer system which meets the data processing needs of a broad area (e.g., manufacturing, logistics planning, finance management, human resources, or material management) or a computer system for a project in engineering, research, accounting, statistics, etc.

- This Programmer plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements, which are usually from different sources; solves difficult programming problems, and uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.
- This Programmer performs such duties as: developing, modifying, and maintains complex programs; designs and implements the interrelations of files and records within programs which will effectively fit into the overall design of the project; works with problems or concepts and develops programs for the solution to major scientific computational problems requiring the analysis and development of logical or mathematical descriptions of functions to be programmed; and develops occasional special programs, e.g. a critical path analysis program to assist in managing a special project. This Worker tests, documents, and writes operating instructions for all work, confers with other EDP personnel to secure information, investigate and resolve problems, and coordinates work efforts.
- In addition, this incumbent performs such programming analyses as: investigating the feasibility of alternate program design approaches to determine the best balanced solution, e.g., one that will best



satisfy immediate user needs, facilitate subsequent modification, and conserve resources. Duties include the following: assisting user personnel in defining problems or needs, determining work organization on typical maintenance projects and smaller scale, working on limited new projects, the necessary files and records, and their interrelation with the program or working on large or more complicated projects, and participating as a team member along with other EDP personnel and users, holding responsibility for a portion of the project.

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

### **Computer Systems Analyst I**

At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures.

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

This position may supervise technicians and others who assist in specific assignments. Work at a level above this is deemed Supervisory or Individual Contributor.

### **Computer Systems Analyst II**

This Analyst applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g. the analyst develops systems for maintaining depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project.

This position requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, workload, and practices of the assigned subject-matter area. Job duties require the incumbent to be able to recognize probable interactions of related computer systems and predict impact of a change in assigned system.

- The Computer Systems Analyst II reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course



of action; upon approval of synopsis, prepares specifications for development of computer programs. Duties also include the ability to determine and resolve data processing problems and coordinate the work with program, users, etc. This worker orients user personnel on new or changed procedures, may conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies.

- In this position, the incumbent works independently under overall project objectives and requirements, and apprises supervisor about progress and unusual complications. Guidelines usually include existing systems and the constraints imposed by related systems with which the incumbent's work must be meshed. This worker adapts design approaches successfully used in precedent systems, works on a segment of a complex data processing scheme or broad system, as described for Computer Systems Analyst, level III, works independently on routine assignments and receives instructions and guidance on complex assignments. Work is reviewed for accuracy of judgment, compliance with instructions, and to insure proper alignment with the overall system. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. This analyst may provide functional direction to lower level assistants on assigned work.

### **Computer Systems Analyst III**

The Computer Systems Analyst III applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing, finance management, engineering, accounting, or statistics, logistics planning, material management, etc. Usually, there are multiple users of the system; however, there may be complex one-user systems, e.g., for engineering or research projects.

This position requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Since input data usually come from diverse sources, this worker is responsible for recognizing probable conflicts and integrating diverse data elements and sources, and produces innovative solutions for a variety of complex problems.

- The Computer Systems Analyst III maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. The incumbent guides users in formulating requirements, advises on alternatives and on the implications of new or revised data processing systems, analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies.
- This analyst recommends optimum approach and develops system design for approved projects, interprets information and informally arbitrates between system users when conflicts exist. This worker may serve as lead analyst in a design subgroup, directing and integrating the work of one or two lower level analysts, each responsible for several programs. Supervision and nature of review are similar to level II; existing systems provide precedents for the operation of new subsystems.

### **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.

### **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.

### **Procurement Assistant I**

- Functions under supervision of Contract/Acquisition Specialist performs or assists in the performance of some contract administration duties at an entry level or clerical level.
- Office experience and experience in commercial and/or government contracting required

### **Procurement Assistant II**

- Possess knowledge and demonstrated experience in the Procurement Specialist I category.
- Additionally, possesses more years of experience and progressively more responsibility and experience in supporting commercial and/or government contracting, including, but not limited to administration, disputes, project control, change negotiation and analysis.

### **Contract Specialist I**

- Functions in an entry level/assistant capacity. Under the guidance of a Contract Specialist/Administrator V, carries out pre-determined and recurring tasks which are designed to provide broad, but limited exposure to the contracts profession.
- Assignments may include, but are not limited to general cradle to grave contract administration.
- Limited support functions may include acquisition planning, proposal solicitation preparation, market research/analysis, selection and administration of terms and conditions, negotiation and preparation of contract modifications.
- Knowledge and exposure to different contract types. Some exposure to FAR and/or DFAR. Additionally, possesses more years of experience in contracts administrative duties to include additional exposure to limited cost/price analysis, evaluation of performance, contract termination, and contract closeout FAR and/or DFAR.

### **Contract Specialist II**



- Possess knowledge and demonstrated experience in the Contracts Specialist I category
- Functions in mid-level capacity. Under the guidance of a Contract Specialist/Administrator V, carries out pre-determined and recurring contract administration duties.
- Functions may include acquisition planning, proposal solicitation preparation, SOW development, market research/analysis, selection and administration of terms and conditions, cost/price analysis, negotiation, preparation of contract modifications, evaluation of performance, contract termination, and contract closeout.
- Knowledge and exposure to different contract types. Knowledge of FAR and/or DFAR.

### **Contract Specialist III**

- Possess knowledge and demonstrated experience in the Contracts Specialist II category and:
- Additionally, possesses more years of experience in contracts administrative duties, perform with limited or no supervision.

### **Contract Specialist IV**

- Possess knowledge and demonstrated experience in the Contracts Specialist / Administrator III category and:
- Functions in a senior level/supervisory capacity. Carries out pre-determined and recurring cradle to grave contract administration duties. Functions may include acquisition planning, proposal solicitation preparation, market research/analysis, selection and administration of terms and conditions, cost/price analysis, negotiation, preparation of contract modifications, evaluation of performance, contract termination, and contract closeout. Knowledge and exposure to cost reimbursement/cost sharing contracts and review of claims and equitable adjustments.
- Provide guidance and direction to lower level administrators.
- Have ability to work independently. Ability to simultaneously manage, coordinate and pursue multiple, complex projects and activities.
- Interface with corporate management and government officials. Has limited commitment authority.
- Extensive knowledge of the FAR and / or DFAR.

### **Contract Specialist V**

- Possess knowledge and demonstrated experience in the Contracts Specialist IV category and:
- Functions in supervisory level capacity. Carries out tasks that may include acquisition strategy, analysis and development of an A-76 Procurement, termination for convenience/default and review of bid protests
- Experience setting performance standards and provide guidance to lower level administrators.
- Has ability to independently complete difficult and complex assignments, simultaneously manage, coordinate and pursue multiple, complex projects and activities.
- Interface with senior corporate management and government officials.
- Mastery of procurement regulation and contracting principles. Mastery of negotiation techniques to serve as advisor during pre-negotiation strategy development.

### **Subject Matter Expert Level I**

- Services may include providing expert advice, assistance, guidance or counseling in support of agencies' mission oriented business functions. This may include studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts. Examples of consultation include but are not limited to: strategic, business and action planning; high performance work; process and productivity improvement; systems alignment; leadership systems; organizational assessments; cycle time; performance measures and indicators; program audits, evaluations, and customized training.



- Enforces and maintain performance standards. Have ability to work independently on difficult and complex assignments. Ability to simultaneously manage, coordinate and pursue multiple, complex projects and activities. Interface with corporate management and government officials.

### **Subject Matter Expert Level II**

- Services may include providing expert advice, assistance, guidance or counseling in support of agencies' mission oriented business functions. This may include studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts. Examples of consultation include but are not limited to: strategic, business and action planning; high performance work; process and productivity improvement; systems alignment; leadership systems; organizational assessments; cycle time; performance measures and indicators; program audits, evaluations, and customized training.
- Enforces and maintain performance standards. Have ability to work independently on difficult and complex assignments. Ability to simultaneously manage, coordinate and pursue multiple, complex projects and activities. Interface with corporate management and government officials.

### **Subject Matter Expert Level III**

- Services may include providing expert advice, assistance, guidance or counseling in support of agencies' mission oriented business functions. This may include studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts. Examples of consultation include but are not limited to: strategic, business and action planning; high performance work; process and productivity improvement; systems alignment; leadership systems; organizational assessments; cycle time; performance measures and indicators; program audits, evaluations, and customized training.
- Enforces and maintain performance standards. Have ability to work independently on difficult and complex assignments. Ability to simultaneously manage, coordinate and pursue multiple, complex projects and activities. Interface with corporate management and government officials.

### **Technical Writer I**

The Technical Writer I revises or writes standardized material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment.

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

### **Technical Writer II**

- Superior writing and editing skills with the ability to digest large amounts of information into a clear, concise format needed for technical and training documentation.



- Excellent working understanding of software technology.
- Excellent analytical, problem-solving, and project management skills with the ability to interpret technical information and independently develop technical / operational knowledge of Bowman Systems technologies.
- Strong creative skills, excellent verbal and interpersonal communication skills for effective interaction with both technical and non-technical individuals.
- Knowledge of instructional design process and adult learning principles, or equivalent relevant experience, Proficient with the Microsoft Office Suite of products Organized, goal oriented, motivated self-starter who can work well in a team environment

### **Technical Writer III**

- Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel.
- Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports.
- Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.
- Conducts research and ensures the use of proper technical terminology.

### **Paralegal (Occupational Base)**

The Paralegal performs a variety of legal assistance duties in an office providing legal assistance to attorneys or litigation teams. The Paralegal analyzes the legal impact of legislative developments and administrative and judicial decisions, opinions, determinations, and rulings, conducts research for the preparation of legal opinions on matters of interest; performs substantive legal analysis of requests for information under the provisions of various acts; or other similar legal support functions which require discretion and independent judgment in the application of specialized knowledge of laws, precedent decisions, regulations, agency policies, and judicial or administrative proceedings. Such knowledge is less than that represented by graduation from a recognized law school and may have been gained from formalized, professionally instructed agency, educational institution training, or from professionally supervised on-the-job training. While the paramount knowledge requirements of this occupational class are legal, some positions may also require a practical knowledge of subject matter areas related to the agency's substantive programs.

### **Paralegal/Legal Assistant I**

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

- Consults prescribed sources of information for facts relating to matters of interest to the program
- Reviews documents to extract selected data and information relating to specific items
- Reviews and summarizes information in prescribed format on case precedent and decisions
- Searches and extracts legal references in libraries and computer-data banks
- Attends hearings or court appearances to become informed on administrative and/or court procedures and the status of cases, and where necessary, assist in the presentation of charts and other visual information

### **Paralegal/Legal Assistant II**

- Reviews case materials to become familiar with questions under consideration



- Searches for and summarizes relevant articles in trade magazines, law reviews published studies, financial reports, and similar materials for use of attorneys in the preparation of opinions, briefs, and other legal documents
- Prepares digests of selected decisions or opinions which incorporate legal references and analyses of precedents involved in areas of well-defined and settled points of law
- Interviews potential witnesses and prepares summary interview reports for the attorney's review
- Participates in pre-trial witness conferences, notes possible deficiencies in case materials (e.g., missing documents, conflicting statements) and additional issues or other questionable matters, and requests further investigation by other agency personnel to correct possible deficiencies or personally conducts limited investigations at the pre-trial stage
- Prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits
- Verifies citations and legal references on prepared legal documents
- Prepares summaries of testimony and depositions
- Drafts and edits non-legal memoranda, research reports and correspondence relating to

### **Auditor**

- Conducts audit and financial investigations, typically involving one or more violators
- Effects financial accounting examination of the books, records, computer tapes, data processing material, and activities of government contractors or of other persons. In the absence of records, obtains detailed financial information from other sources to include interview of business associates, firm employees, and competitors.
- Reconstructs partial or inadequate records to the extent necessary for the purpose of investigation.
- Obtains evidence through the interrogation of a large number of employees, business people, and other persons throughout the area who have knowledge of the operations.
- Prepares concise and accurate audit reports, including criminal reference reports involving assembling, correlating, and analyzing the facts obtained and prepares detailed charts and schedules as necessary.
- Discusses cases with supervisor and recommends further courses of action such as closing of the case, further investigation, and institution of administrative or criminal proceedings.