



**GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List**

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

Schedule Title: Mission Oriented Business Integrated Services (MOBIS)
FSC Group: 874
Contract Number: GS-10F-0217J

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

Contract Period: 9/1/1999 – 2/27/2015

Contractor Name: Dynamics Research Corporation
Address: Two Tech Drive, Andover, MA. 01810
Phone Number: 703-707-2700
Web site: www.drc.com

Contact for contract administration:
Janet Gustin, Sr. Contracts Manager
11440 Commerce Park Drive, Suite 600, Reston, VA. 20191
703-707-2728 (phone)
703-391-0598 (fax)
jgustin@drc.com

Business size: Large

Prices Shown Herein are Net (Discount Deducted)

Pricelist current through Modification #PS-0040, dated 9/1/2014

ORDERING INFORMATION

1. Authorized Special Item Numbers (SINs)
 - 874-1 Integrated Consulting Services
 - 874-4 Training Services
 - 874-6 Acquisition Management Support
 - 874-7 Program and Project Management Services
2. Maximum order: \$1,000,000.00
3. Minimum order: \$100.00
4. Geographic coverage (delivery area): Domestic Delivery Only
5. Point of production: DRC Domestic Locations
6. Discount from list prices or statement of net price: To be negotiated at the task order level
7. Quantity discounts: Such discounts will be negotiated at the task order level
8. Prompt payment terms: Net 30
- 9a. Notification that Government purchase cards are accepted below the micro-purchase threshold: Yes
- 9b. Notification that Government purchase cards are accepted above the micro-purchase threshold: Yes
10. Foreign items: Not applicable.
- 11a. Time of delivery: To be negotiated at the task order level
- 11b. Expedited delivery: Not Applicable
- 11c. Overnight and 2-day delivery: Not Applicable
- 11d. Urgent requirements: Not Applicable
12. F.O.B. point(s): Destination
- 13a. Ordering address: Dynamics Research Corporation
11440 Commerce Park Drive, Suite 600
Reston, VA. 20191
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on blanket purchase agreements (BPA's), and a sample BPA can be found at the GSA/FSS schedule homepage (fss.gsa.gov/schedules).
14. Payment address: Dynamics Research Corporation
Attn: Accounts Receivable
Two Tech Drive
Andover, MA 01810
15. Warranty provision: Not applicable
16. Export packing charges: Not applicable.
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). Not applicable
18. Terms and conditions of rental maintenance, and repair – Not applicable.
19. Terms and conditions of installation – Not applicable.
20. Terms and conditions of repair parts – Not applicable.
21. Terms and conditions for any other services – Not applicable.
22. List of service and distribution points – Not applicable
23. List of participating dealers – Not applicable
24. Preventative maintenance – Not applicable.
- 25a. Special attributes such as environmental attributes: Not applicable
- 25b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at www.Section508.gov/.

26. Data Universal Number System (DUNS) number: 001014182
27. Notification regarding registration in the System for Award Management (SAM) database: Registered

MOBIS LABOR CATEGORY RATES (including 0.75% IFF)

Rates Effective: 9/1/2013 - 2/27/2015

SIN(s)	Labor Category	Hourly Rate
874-1, 874-4, 874- 6, 874-7	Prog/Proj Manager	\$178.20
874-1, 874-4, 874-6, 874-7	Quality Services Manager/Team/Task Leader	\$139.71
874-1, 874-4, 874-6, 874-7	Mission Area Expert	\$170.61
874-1, 874-4, 874-6, 874-7	Subject Matter Expert	\$154.14
874-1, 874-4, 874-7	Quality Program Services Senior Functional Expert	\$141.07
874-1, 874-4, 874-7	Quality Program Services Functional Expert	\$118.28
874-1, 874-4, 874-7	Quality Program Services Senior Analyst	\$127.99
874-1, 874-4, 874-7	Quality Program Services Analyst	\$108.58
874-1, 874-4, 874-7	Quality Program Services Junior Analyst	\$81.56
874-1, 874-4, 874-7	Case Management Coordinator	\$70.75
874-1, 874-4, 874-6, 874-7	Contract Specialist	\$96.74
874-1, 874-4, 874-6, 874-7	Senior Management Consultant	\$283.73
874-1, 874-4, 874-6, 874-7	Management Consultant	\$214.14
874-1, 874-4, 874-7	Senior Enterprise Architect	\$283.73
874-1, 874-4, 874-7	Staff Enterprise Developer	\$214.14
874-1, 874-4, 874-7	Enterprise Developer	\$132.89
874-1, 874-4, 874-6, 874-7	Sr. Business Improvement Specialist	\$283.73
874-1, 874-4, 874-6, 874-7	Staff Business Improvement Specialist	\$149.34
874-1, 874-4, 874-6, 874-7	Business Improvement Specialist	\$84.60
874-1, 874-4, 874-6, 874-7	Senior Systems Analyst	\$170.71
874-1, 874-4, 874-6, 874-7	Staff Systems Analyst	\$149.34
874-1, 874-4, 874-6, 874-7	Associate Systems Analyst	\$84.60
874-1, 874-4, 874-7	Senior Training Management Consultant	\$283.73
874-1, 874-4, 874-7	Senior Instructor/Trainer	\$132.89
874-1, 874-4, 874-7	Staff Instructor/Trainer	\$114.40
874-1, 874-4, 874-7	Instructor/Trainer	\$75.25
874-1, 874-4, 874-6, 874-7	Admin/Clerical I	\$56.95
874-1, 874-4, 874-6, 874-7	Admin/Clerical II	\$48.81
874-1, 874-4, 874-7	Instructional System Designer	\$100.85
874-1, 874-4, 874-7	Graphics Designer	\$78.30
874-1, 874-4, 874-7	SW Engineer	\$113.72
874-1, 874-4, 874-7	Technical Writer I	\$87.65
874-1, 874-4, 874-7	Technical Writer II	\$68.16
874-1, 874-4, 874-6, 874-7	Administrative Support Specialist/Documentation Specialist	\$56.25
874-1, 874-4, 874-6, 874-7	Administrative Process and Systems Specialist	\$113.72
874-1, 874-4, 874-7	Human Factors Specialist	\$78.30
874-1, 874-4, 874-7	Senior Operations Research Analyst	\$143.18
874-1, 874-4, 874-7	Staff Human Factors Specialist	\$143.18
874-1	Senior Facilitator	\$149.34
874-1	Staff Facilitator	\$114.40
874-1	Facilitator	\$98.34

MOBIS LABOR CATEGORY DESCRIPTIONS

Program Manager/Project Manager:

Responsibilities: Serves as Contract Manager and the Contractor's authorized point of contact with the Government Contracting Officer (CO) and Contracting Officer's Technical Representative (COTR). Consults with Government managers; plans, organizes, and controls total contractor effort responding to the client's needs. Ensures all activities conform to terms and conditions of the contract.

Qualifications: A Bachelor's or Master's Degree in Business Management or other related professional discipline with twenty (20) years relevant experience. Proven expertise in the management of complete enterprise-wide business processes and information products and systems. Significant experience in the planning and implementation of Quality Assurance Programs for large and complex organizations and programs. Demonstrated ability to provide guidance, direction and coordination of professional, technical and administrative personnel. Demonstrated experience in effective written and oral communication skills including conducting formal presentations to large audiences.

Quality Services Manager/Team Leader/Task Leader:

Responsibilities: Monitors each Quality Assurance task and keeps Program/Project Manager apprised of status, problems and accomplishments. As a team leader, provides on-site coordination and direction of task effort and assigned resources. Plans, organizes, and directs task-wide quality project(s); serves as alternate Contract Manager; and may be the Contractor's authorized point of contact with the Government Contracting Officer (CO) and Contracting Officer's Technical Representative (COTR). Consults with Government managers; plans, organizes, and controls assigned portion of contractor Quality Assurance Program effort, responding to the client's information system or business process needs. Ensures all activities conform to terms and conditions of the contract.

Qualifications: A Bachelor's degree (*) in Computer Science, Business Administration, or other discipline related to information systems, business processes, or mission areas that are subject to review and support plus twelve (12) years relevant experience. At least two (2) years supervisory experience is required plus proven expertise in the management of computer systems, relevant business or mission support processes to include responsibility for quality performance and results. Familiarity with necessary business software applications and awareness of information infrastructure capabilities needed to access information that is to be reviewed and to support the delivery of quality support services. Demonstrated ability to provide guidance, direction and coordination of technical and non-technical personnel. Experience in developing feasibility assessments, identification of resources needed, and estimation of time frames and associated costs. Demonstrated experience in effective written and oral communications skills including conducting formal presentations to large audiences.

Mission Area Expert:

Responsibilities: Applies business process improvement and engineering methodologies and principles to conduct major, enterprise-wide business process evaluation and modernization projects. Key coordinator between multiple project teams to ensure enterprise-wide integration and coordination of effort. Provides guidance and multi-disciplined professional leadership to evaluate the client's needs and create cost-effective solutions.

Qualifications: A Bachelor's or Master's Degree in Business Management or other mission-area professional discipline with twenty (20) years relevant experience. Specific areas of expertise include: enterprise mission area-specific functional product and process requirements analysis, systems analysis and design and engineering, and

documentation. Demonstrated experience at a senior level in specified mission-area or business process, written and oral communications skills including conducting formal presentations. Ability to work independently or with only general guidance and direction.

Subject Matter Expert:

Responsibilities: Applies business process improvement and engineering methodologies and principles to conduct business process evaluation and modernization projects. Provides subject matter expertise and leadership to project team to ensure integration and coordination of effort. Provides direction and multi-disciplined professional leadership to evaluate the client's needs and create cost-effective solutions.

Qualifications: A Bachelor's or Master's Degree in Business Management or specified professional discipline with fifteen (15) years relevant experience. Specific areas of expertise include: business area-specific functional product and process requirements analysis, systems analysis and design and engineering, and documentation. Demonstrated experience in specified mission area or business process projects, written and oral communications skills including conducting formal presentations. Ability to work independently or with only general guidance and direction.

Administrative Process and System Specialist:

Responsibilities: Serves as focal point and technical expert in specialized administrative systems, documentation, and reporting; acts as a policy area specialist in particular areas, such as personnel, finance, inventory, and purchasing systems.

Qualifications: A Bachelors degree (*) in Business Administration or related study with ten (10) years relevant experience in a particular functional area such as procurement systems, accounting, auditing, personnel/payroll, property management, or investment analysis, particularly in the practical application of federal laws, regulations, concepts, policies and practices when devising new or modified administrative processes and/or procedures; and experience involving the application of office automation technology and control systems to administrative processes.

Administrative Support Specialist/Documentation Specialist:

Responsibilities: Prepares and proofreads correspondence, reports, and maintains filing system(s) for a business group or department. Experienced with automated word processing, spreadsheet, and graphics workstation programs. Assists in collecting and organizing information required for preparation of system or process documentation.

Qualifications: An Associate's degree (*) with three (3) years of relevant experience. Specific experience in writing documentation for the user level. Demonstrated experience to carry out written projects to completion with excellent communication and writing skills.

Quality Program Services Senior Functional Expert:

Responsibilities: Analyzes information system and business process requirements. Applies process improvement practices to re-engineer IT systems and business methodologies. Establishes standards for information systems, business process and procedures. Develops enterprise-wide IT and business process models. Plans, analyzes, designs, and constructs Quality Programs to provide comprehensive Quality Assurance (QA), Quality

Control (QC), Quality Improvement (QI), testing, and inspection services to satisfy a client's specific, enterprise-wide information systems and business process needs. Includes statistical baselining and metrics applicable to Quality Program objectives. Provides guidance and multi-disciplined technical leadership to evaluate the client's needs and create cost-effective Quality Solutions.

Qualifications: A Bachelor's degree (*) in Computer Science, Business Administration, or other discipline related to information systems, business processes, or mission areas plus twelve (12) years relevant experience. Proven experience and expertise in the development, implementation, and technical direction of relevant information systems, business processes or mission areas to include responsibility for quality performance and results. Certification in applicable standards, including ISO standards may be required as well as proven expertise in applicable statistical theories and practices. Familiarity with necessary business software applications and awareness of information infrastructure capabilities needed to access information that is to be reviewed and to support the delivery of quality support services. Ability to work independently or with only general guidance and direction.

Quality Program Services Functional Expert:

Responsibilities: Analyses information systems and business process requirements. Applies process improvement practices to re-engineer components of information systems and business methodologies. Researches and proposes standards for information systems, business processes and procedures. Develops information system and business process component models. Assists with plans, analyzes, designs, and constructs Quality Programs to provide comprehensive Quality Assurance (QA), Quality Control (QC), Quality Improvement (QI), testing, and inspection services to satisfy a client's specific, enterprise-wide information system and business process needs. Includes statistical baselining and metrics applicable to Quality Program objectives. Provides guidance and multi-disciplined technical leadership to evaluate the client's needs and create cost-effective Quality Solutions.

Qualifications: A Bachelor's degree (*) in Computer Science, Business Administration, or other discipline related to information systems, business processes, or mission areas plus seven (7) years relevant experience. Proven experience and expertise in the development, implementation, and technical support of relevant information system, business process, or mission areas to include responsibility for quality performance and results. Certification in applicable standards, including Information System Maturity Model and ISO standards may be required as well as proven expertise in applicable statistical theories and practices. Familiarity with necessary business software applications and awareness of information infrastructure capabilities needed to access information that is to be reviewed and to support the delivery of quality support services.

Quality Program Services Senior Analyst:

Responsibilities: Analyzes, reviews, tests and inspects vendor products, information systems, business processes, documentation and files, records systems, and documents in accordance with approved quality procedures and standards to identify, document, quantify, and report on errors, omissions, and inconsistencies from approved standards or applicable instructions. Participates in training to ensure full knowledge of product or information system requirements, processes case documentation and files, records systems, and documents to be reviewed, analyzed, tested or inspected. Develops and improves upon procedures to generate statistically relevant samples for populations to be reviewed. Lead teams of Quality Services Analysts/Test Specialists and performs as first line supervisor; logs and tracks workload consistent with task requirements.

Qualifications: A Bachelors degree (***) in Computer Science, Business Administration, or other discipline related to information systems, business processes, or mission areas plus ten

(10) years relevant experience, including at least one year in a supervisory capacity. Proven experience and expertise in the employment of relevant information systems and business or mission processes to include responsibility for quality performance and results. Certification in applicable standards, including Information System Maturity Model or ISO standards may be required as well as proven expertise in applicable statistical theories and practices. Familiarity with necessary business software applications and awareness of information infrastructure capabilities needed to access information that is to be reviewed and to support the delivery of quality support services.

Quality Program Services Analyst:

Responsibilities: Analyzes, reviews, tests and inspects vendor products, information systems, business processes, case documentation and files, records systems, and documents in accordance with approved quality procedures and standards to identify, document, quantify, and report on errors, omissions, and inconsistencies from approved standards or applicable instructions. Participates in training to ensure full knowledge of product requirements, processes, case documentation and files, records systems, and documents to be reviewed, analyzed, tested or inspected. Follows procedures to generate statistically relevant samples for populations to be reviewed. Notifies supervisor of results and recommendations for improvement; logs and tracks workload consistent with task requirements.

Qualifications: An Bachelor's degree (*) in Computer Science, Business Administration, or other discipline related to information systems, business processes, or mission areas plus five (5) years relevant experience. Experience in the employment of relevant information systems and business or mission processes to include familiarity with quality performance and results. Certification in applicable standards, including Information System Maturity Model and ISO standards may be required as well as proven expertise in applicable statistical theories and practices. Familiarity with necessary business software applications and awareness of information infrastructure capabilities needed to access information that is to be reviewed and to support the delivery of quality support services.

Quality Program Services Junior Analyst:

Responsibilities: Assists with the analyses, review, test and inspection of vendor products, information systems, business processes, case documentation and files, records systems, and documents in accordance with approved quality procedures and standards to identify, document, quantify, and report on errors, omissions, and inconsistencies from approved standards or applicable instructions. Participates in training to ensure full knowledge of product requirements, processes, case documentation and files, records systems, and documents to be reviewed, analyzed, tested or inspected. Follows procedures to generate statistically relevant samples for populations to be reviewed. Works closely with experienced Quality Services Analysts or Test Specialists to ensure ready opportunity to seek guidance and added instructions. Notifies supervisor of results and recommendations for improvement; logs and tracks workload consistent with task requirements.

Qualifications: An Associate's degree (**) in Computer Science, Business Administration, or other discipline related to information systems, business processes, or mission areas plus three (3) years relevant experience. Familiarity with necessary business software applications needed to access information that is to be reviewed and to support the delivery of quality support services.

Case Management Coordinator:

Responsibilities: Maintains an accurate inventory of all incoming/outgoing work in appropriate database. Monitors suspense dates during processing for various working components. Assists in preparation of various reports.

Prepares transmittals and ensures timely delivery of those reports.

Qualifications: High School diploma with four (4) years experience. Proficient with MS Office/Windows, MS Word, Excel, Outlook and Access. Must be detail oriented and able to work in a fast-pace environment. Able to meet short and critical deadlines, and possesses strong interpersonal skills. Must be qualified to obtain a public trust clearance at a minimum. Able to work under tight time constraints.

Contract Specialist:

Responsibilities: Interprets requirements in contracts and statements of work and assesses contractor performance to determine compliance. Prepares findings reports to identify non-conformances or conformances with regulations and policies for eligibility for benefits.

Qualifications: BS degree in Business Administration or related field with four (4) years experience. Has working knowledge of the FAR. Proficient in the English language and has strong oral and written communication skills and strong analytical skills. Proficient in MS Office/Windows, MS Word, Excel, Outlook and Access. Able to work independently in a fast-paced environment, and possesses the organizational skills to meet critical deadlines.

Senior Management Consultant:

Minimum/General Experience: Fifteen years of directly related experience including consulting roles in successful organizational and/or business improvement initiatives. Personnel in this category have demonstrated the ability to analyze and understand highly complex management, organizational, and business process problems. They have a proven record of developing strategies and actions to assist clients solve those problems and/or improve organizational performance.

Minimum Education: Qualifications at this level generally include a Masters or Ph.D. in a business related discipline.

Management Consultant

Minimum/General Experience: Eight years of directly related experience including consulting roles in successful organizational and/or business improvement initiatives. Personnel in this category have demonstrated the ability to analyze and understand complex management, organizational, and business process problems. They are well versed in improvement strategies and actions.

Minimum Education: Qualifications at this level generally include a Masters Degree in a business related discipline or a Bachelor's Degree and four additional years of experience.

Senior Enterprise Architect

Minimum/General Experience: Fifteen years of directly related experience designing and implementing business enterprises. Personnel in this category understand process interactions, entity relationships, market dynamics, and entrepreneurial approaches required for successful enterprise development.

Minimum Education: Qualifications at this level generally include a Masters degree.

Staff Enterprise Developer

Minimum/General Experience: Eight years of directly related experience supporting business enterprise development. Individuals in this category understand process interactions, entity relationships, market dynamics, and entrepreneurial approaches required for successful enterprise development.

Minimum Education: Qualifications at this level generally include a Masters Degree or a Bachelor's Degree and an additional four years of related experience.

Enterprise Developer

Minimum/General Experience: Two years of directly related experience supporting business enterprise development. Individuals in this category understand process interactions, entity relationships, market dynamics, and entrepreneurial approaches associated with enterprise development.

Minimum Education: Qualifications at this level generally include a Bachelor's Degree. Four years additional years of related experience can be substituted for the bachelor's degree.

Sr. Business Improvement Specialist

Minimum/General Experience: Fifteen years of directly related experience supporting business process reengineering business process improvement [BPR/BPI] initiatives. Individuals in this category are skilled in process and data modeling methodologies, change management, and improvement measurement. They are qualified to organize, plan, and lead multiple large, highly complex BPR/BPI projects and usually report directly to a client's senior management.

Minimum Education: Qualifications at this level generally include a Masters degree. An additional five of experience can be substituted for the advanced degree.

Staff Business Improvement Specialist

Minimum/General Experience: Eight years of directly related experience supporting business process reengineering business process improvement [BPR/BPI] initiatives. Individuals in this category are highly competent in process and data modeling methodologies and can exercise models using commercially available simulation software. They are well versed in change management and improvement metrics. They are qualified to organize, plan, and lead moderate sized BPR/BPI projects.

Minimum Education: Qualifications at this level generally include Bachelor's degree. An additional four years of experience can be substituted for the Bachelor's degree.

Business Improvement Specialist

Minimum/General Experience: Four years of directly related experience supporting business process reengineering business process improvement [BPR/BPI] initiatives. Individuals in this category are familiar with process and data modeling methodologies and can create models with little or no supervision. They understand and can assist with change management, and metrics. They are qualified to effectively support BPR/BPI projects.

Minimum Education: Qualifications at this level generally include an Associate's degree. An additional two

years of experience can be substituted for the degree.

Senior Systems Analyst

Minimum/General Experience: Fifteen years of directly related experience including management or leadership roles in successful efforts involving any combination of: organizational, business process, financial, manufacturing, or operational analysis. Personnel in this category have demonstrated the ability to lead highly qualified staffs in complex projects requiring comprehensive studies and analysis.

Minimum Education: Qualifications at this level include an undergraduate degree or five additional years of applicable operational or systems analysis experience.

Staff Systems Analyst

Minimum/General Experience: Eight years of directly related experience either as a team member or as a single contributor on successful efforts involving any combination of: organizational, business process, financial, manufacturing, or operational analysis. Personnel in this category are able to develop analytical and empirical findings and apply those findings to recommended solutions.

Minimum Education: Qualifications at this level include an undergraduate degree or four additional years of applicable operational or systems analysis experience.

Associate Systems Analyst

Minimum/General Experience: Two years of directly related experience and demonstrated understanding of organizational structures, business processes, financial processes, manufacturing processes, and operational analysis. Personnel in this category are able to develop analytical and empirical findings from moderate to complex research assignments.

Minimum Education: Qualifications at this level include an undergraduate degree or four years of applicable operational or systems analysis experience.

Senior Training Mgt. Consultant

Minimum/General Experience: Twelve years of training consulting and roles in successful organizational and/or business improvement initiatives. Personnel in this category have demonstrated the ability to analyze and understand complex management, organizational, and business process problems. They are well versed in training methodologies and technologies. Demonstrated experience in courseware design, performance support systems, multimedia, interactive courseware, distributed learning and web based training.

Minimum Education: Qualifications at this level generally include a post graduate degree in Education or Instructional Systems Design. Five additional years of related experience may be substituted for the advanced degree.

Senior Instructor/Trainer

Minimum/General Experience: Twelve years of directly related experience including management or leadership roles in successful efforts developing training programs, course curriculum, or training methodologies. Personnel in this category have demonstrated the ability to lead highly qualified staffs in complex training related

projects.

Minimum Education: Qualifications at this level include an undergraduate degree or five additional years of applicable training related experience.

Staff Instructor/Trainer

Minimum/General Experience: Six years of directly related experience including leadership or participant roles in successful efforts developing training programs, course curriculum, or training methodologies. Personnel in this category have demonstrated the ability to contribute to the program.

Minimum Education: Qualifications at this level include an undergraduate degree or two additional years of applicable training related experience.

Instructor/Trainer

Minimum/General Experience: Two years of directly related training experience including classroom instruction and roles in successful efforts to develop training courses.

Minimum Education: Qualifications at this level include an undergraduate degree or four years of applicable training related experience.

Admin/Clerical I

Minimum/General Experience: Four years of experience using word processing, design or graphics software, and the ability to use e-mail for correspondence and electronic data transfer. Individual is able to work with little or no supervision.

Minimum Education: Qualifications include at least a high school diploma and related technical training

Admin/Clerical II

Minimum/General Experience: One year's experience using word processing and design or graphics software, and familiarity with e-mail. Individual is able to work with some supervision.

Minimum Education: Qualifications include at least a high school diploma.

Senior Facilitator

Minimum/General Experience: Twelve years of directly related experience in facilitation planning, management and training. Personnel in this category have mastered the ability to lead highly qualified diverse teams, including senior organizational leaders, in project group training, negotiation, organizational problem solving, organizational strategic planning, and other organizational and training areas. Personnel in this category have mastered the ability to apply a variety of group dynamic tools and techniques to include electronic meeting systems (EMS) hardware, software, and procedures.

Minimum Education: Qualifications at this level generally include a Masters Degree in business or training-

related disciplines, or equivalent.

Staff Facilitator

Minimum/General Experience: Six years of directly related experience in facilitation planning, management and training. Personnel in this category have demonstrated the ability to lead highly qualified facilitation teams, including senior organizational leaders, in project group training, negotiation, organizational problem solving, organizational strategic planning, and other organizational and training areas. Personnel in this category have demonstrated the ability to apply a variety of group dynamic tools and techniques to include electronic meeting systems (EMS) hardware, software, and procedures.

Minimum Education: Qualifications at this level generally include a Bachelor's degree in business or training-related disciplines, or equivalent. Four additional years of applicable experience may be substituted for the bachelor's degree.

Facilitator

Minimum/General Experience: Two years of directly related experience in facilitation planning, management and training. Personnel in this category have demonstrated the ability to lead highly qualified facilitation teams, in project group training, negotiation, organizational problem solving, organizational strategic planning, and other organizational and training areas. Personnel in this category have demonstrated the ability to apply a variety of group dynamic tools and techniques to include electronic meeting systems (EMS) hardware, software, and procedures.

Minimum Education: Qualifications at this level generally include a Bachelors Degree in business or training-related disciplines, or equivalent. Four additional years of applicable experience may be substituted for the bachelor's degree.

Instructional System Designer:

Responsibilities: Designs and develops a variety of training delivery methods to include instructor led training (ILT) and highly interactive web based courseware for customer training. Ensures integrity of task analysis, training requirements, training hierarchies, instructional materials, and evaluation plans. Converts written materials and/or training requirements to interactive courseware. Develops flow diagrams and story boards. Designs instructionally sound lessons in a variety of delivery media. Ensures training products are Section 508 compliant and SCORM conformant. Interacts with customer and subject matter experts to ensure technical accuracy of instructional content. Develops manuals, workbooks, job aids, instructor guides, student guides, and audio/video tapes and CDs.

Qualifications: A Bachelor's degree in Instructional Systems Design or Education or related study with five (5) years relevant experience in training consulting and roles in successful organizational and/or business improvement initiatives. Personnel in this category have demonstrated the ability to analyze and understand management, organizational, and business process problems. They are well versed in applying the adult learning model using training methodologies and technologies. Demonstrated experience in courseware design, performance support systems, multimedia, interactive courseware, distributed learning and web based training.

Graphics Designer:

Responsibilities: Conceives, designs, lays out, and coordinates editorial illustrations and creative artwork for

publications such as magazines, brochures, handbooks, and posters, translating facts and features of subject material into graphic terms that best convey intended meaning. Creates graphic image and animations for web based courses. Creates graphic presentations that communicate mood, emphasis, insight, viewpoint, and similar visual impressions. Provides guidance on graphic technology. Works closely with internal company contacts to understand requirements and create cost efficient graphic designs through available mediums. May provide computer graphic services for web artwork. May also have responsibility or input on reproduction and printing processes through in-house resources or outside vendors.

Qualifications: An Associate's degree in Fines Arts with three (3) to five (5) years of relevant experience. Specific experience developing interpretive themes that convey ideas and information is essential for the user level. Demonstrated experience to carry out creative projects to completion with excellent communication and writing skills.

Software (SW) Engineer

Responsibilities: Analyses, designs, develops, tests, and documents local, network, or Internet-related customer-focused software applications. Using current programming language(s) and technologies, assignments involve the development of new programs and subprograms, as well as enhancements, modifications, and corrections to existing software applications. Duties include designing applications, writing code, completing programming, developing and executing testing and debugging routines, and documenting work and results. May be responsible for developing or executing project plans, budgets, and schedules.

Qualifications: A Bachelor's degree in Computer Science or related Engineering discipline with five (5) years of relevant experience developing software and/or web based applications.

Technical Writer I

Minimum/General Experience: Four years' experience developing clear, concise documents which record information relative to consulting, facilitation, training, survey, projects. Individual must have a broad knowledge of management, organizational, and business improvement methods, terminology, and processes and be able to effectively communicate that knowledge in either written or graphical form.

Minimum Education: Qualifications generally include an associate degree in English or Fine Arts. Three years of related experience may be substituted for the degree. Proficient in the use of word processing and desk publishing programs.

Technical Writer II

Minimum/General Experience: One year of experience developing documents which record information relative to consulting, facilitation, training, survey, projects. Individual must have a working knowledge of management, organizational, and business improvement methods, terminology, and processes and be able to communicate that knowledge in either written or graphical form.

Minimum Education: Qualifications generally include a High School degree and two years related experience. Proficient in the use of word processing and desk publishing programs.

Staff Human Factors Specialist

Minimum/General Experience: Six years of directly related experience supporting business process re-engineering, job/task analysis, workload analysis, human computer interaction, and/or assessment of automated systems. Must also have expertise in the development of automated systems and be capable of developing plans, overseeing analyses, and reporting results.

Minimum Educations: Qualifications at this level generally include a Master's degree and at least 6 years of in human factors. Give additional years of experience may substitute for the advanced degree.

Human Factors Specialist

Minimum/General Experience: One year of directly related experience supporting business process reengineering, job/task analysis, workload analysis, human computer interaction, and/or assessment of automated systems

Minimum Education: Qualifications at this level generally include degree in Human Factors, Psychology, or Business Administration with a strong emphasis on the social sciences.

Senior Operations Research Analyst

Minimum/General Experience: Fifteen years of directly related experience including management or leadership roles in successful efforts involving any combination of: modeling and simulation, design of experiment, manufacturing analysis, systems analysis, operational analysis, data analysis, statistical analysis, and process optimization modeling and analysis. Personnel in this category have demonstrated the ability to lead highly qualified staffs in complex projects requiring comprehensive studies and analysis.

Minimum Education: Qualifications at this level include an undergraduate degree in engineering or equivalent and a master's degree in Operations Research.