

**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 and electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address GSA Advantage! is: GSAAdvantage.gov.

**Schedule For:** MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS)

**Federal Supply Group:** 874  
**Class:** R499  
**Contract Number:** GS-10F-0339N

For more information on ordering from Federal Supply Schedules,  
click on the FSS Schedules button at <http://www.fss.gsa.gov>

**Contract Period:** 4-13-2013 thru 4-14-2018

**Contractor:** Information Experts, Inc.  
11425 Isaac Newton Square  
Suite F-1  
Reston, VA 20190

**Business Size:** Small  
Woman Owned Business  
Small-Disadvantaged

**Telephone:** (703) 787-9100  
**FAX Number:** (703) 787-0162  
**Website:** [www.informationexperts.com](http://www.informationexperts.com)  
**E-mail:** alevin@informationexperts.com  
**Contract Administrator:** Adam Levin

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**CUSTOMER INFORMATION:**

- 1a. **Table of Awarded Special Item Numbers (SINs):** SIN 874-1/874-1RC Integrated Consulting Services, and SIN 874-4/874-4RC Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Text Administration, Learning, Management, Internships.
- 1b. **Lowest Price Labor Category:** Clerical 1--\$30.68 (hourly rate)
- 1c. **Labor Category Descriptions:** Provided Below
2. **Maximum order:** \$1,000,000.00
3. **Minimum order:** \$100.00

4. **Geographic coverage (delivery area):** Domestic only
5. **Point(s) of production:**  
Same as company address
6. **Discount From List Prices or Statement of Net Price:**  
Prices shown in price list are net, with all discounts deducted.
7. **Quantity Discounts:** None offered
8. **Prompt Payment Terms:** Net 30 days
- 9a. **Notification That Government Purchase Cards Are Accepted Below the Micro-purchase Threshold:** Yes
- 9b. **Notification That Government Purchase Cards Are Not Accepted Above the Micro-purchase Threshold:** will not accept over \$2500
10. **Foreign Items:** N/A
- 11a. **Time of Delivery:** specified in task order
- 11b. **Expedited Delivery:** contact contractor
- 11c. **Overnight and 2-Day Delivery:** contact contractor
- 11d. **Urgent Requirements:** contact contractor
12. **F.O.B. point(s):** Destination
- 13a. **Ordering Address:** Same as company address
- 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](https://fss.gsa.gov/schedules)).
14. **Payment Address:** Same as company address
15. **Warranty Provision:** Contractor's standard commercial warranty
16. **Export Packing Charges:** N/A
17. **Terms and Conditions of Government Purchase Card Acceptance (any Thresholds Above the Micro-purchase Level).** Contact Contractor
18. **Terms and Conditions of Rental, Maintenance, and Repair:** N/A
19. **Terms and Conditions of Installation:** N/A
20. **Terms and Conditions of Repair etc.:** N/A

**20a. Terms and Conditions for any Other Services:** N/A

**21. List of Service and Distribution points:** N/A

**22. List of Participating Dealers:** N/A

**23. Preventive maintenance:** N/A

**24a. Environmental Attributes:**

Information Experts, Inc. will comply with any applicable guidelines/regulations associated with the services provided under this GSA Schedule.

**24b. Section 508 Compliance:**

Information Experts, Inc. will ensure that the services provided under this contract will be in compliance with the Americans with Disabilities Act (ADA) by vigorously adhering to the accessibility checklist specified in Section 508.

**25. Data Universal Number System (DUNS) Number:** 076104350

**26. Notification regarding registration in Central Contractor Registration (CCR) Database:**  
registered

**Information Experts GSA Pricing**

SIN	Labor Category	4/15/2013-4/14/2014	4/15/2014-4/14/2015	4/15/2015-4/14/2016	4/15/2016-4/14/2017	4/15/2017-4/14/2018
874-1, 874-1R	Creative Director	\$231.65	\$236.28	\$241.01	\$245.83	\$250.75
874-1, 874-1R	Strategic Advisor	\$298.91	\$304.89	\$310.99	\$317.21	\$323.55
874-1, 874-1R	Program Manager	\$171.82	\$175.26	\$178.76	\$182.34	\$185.98
874-1, 874-1R	Clerical I**	\$30.68	\$31.29	\$31.92	\$32.56	\$33.21
874-1, 874-1R	Q & A Editor	\$73.64	\$75.11	\$76.62	\$78.15	\$79.71
874-1, 874-1R	Senior Graphic Designer	\$97.70	\$99.65	\$101.65	\$103.68	\$105.75
874-1, 874-1R	Senior Instructional Designer	\$145.75	\$148.67	\$151.64	\$154.67	\$157.76
874-1, 874-1R	Consultant	\$212.74	\$216.99	\$221.33	\$225.76	\$230.28
874-1, 874-1R	Project Manager	\$132.96	\$135.62	\$138.33	\$141.10	\$143.92
874-1, 874-1R	Instructional Designer	\$132.96	\$135.62	\$138.33	\$141.10	\$143.92
874-4, 874-4RC	Training Manager	\$172.12	\$175.56	\$179.07	\$182.66	\$186.31
874-4, 874-4RC	Training Project Manager	\$162.96	\$166.22	\$169.54	\$172.93	\$176.39
874-4, 874-4RC	Senior Consultant	\$162.54	\$165.79	\$169.11	\$172.49	\$175.94
874-4, 874-4RC	Training Consultant	\$139.32	\$142.11	\$144.95	\$147.85	\$150.80
874-4, 874-4RC	Subject Matter Expert	\$192.55	\$196.40	\$200.33	\$204.34	\$208.42
874-4, 874-4RC	Strategist/Writer II	\$164.63	\$167.92	\$171.28	\$174.71	\$178.20
874-4, 874-4RC	Art Director	\$232.20	\$236.84	\$241.58	\$246.41	\$251.34
874-4, 874-4RC	Senior Instructional System Designer	\$172.43	\$175.88	\$179.40	\$182.98	\$186.64
874-4, 874-4RC	Creative Director	\$232.20	\$236.84	\$241.58	\$246.41	\$251.34
874-4, 874-4RC	Instructional System Designer	\$162.54	\$165.79	\$169.11	\$172.49	\$175.94
874-4, 874-4RC	Course Writer-Instructor	\$106.02	\$108.14	\$110.30	\$112.51	\$114.76
874-4, 874-4RC	Applications SA/Programmer-Senior	\$162.54	\$165.79	\$169.11	\$172.49	\$175.94
874-4, 874-4RC	Senior Technical Writer/Editor	\$161.29	\$164.52	\$167.81	\$171.16	\$174.59
874-4, 874-4RC	Technical Editor	\$102.57	\$104.62	\$106.71	\$108.85	\$111.03

\*\*Indicates SCA Eligible Labor Category. See the SCA Matrix below for additional information regarding these labor categories.

SCA Eligible Contract Labor Category	SCA Equivalent Code	SCA Title	WD Number
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Clerical I	01111	General Clerk	05-2103
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The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (\*\*) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

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**Information Experts Labor Category Descriptions**

**Program Manager**

**Minimum/General Experience:**

- A minimum of 5 years of experience in a business analyst, project management, or senior consultant role
- Must be able to provide samples of project management work
- Proven track record of leading successful projects using project management standards and processes
- Superior ability to track and communicate project status, identify and resolve issues, and work within budget
- Well-developed communication skills and the ability to maintain positive and cooperative working relations with team and clients
- Must have superior judgment, leadership, and communication skills
- Strong ability to use project management tools and software (e.g., Microsoft Project)
- Must exhibit creativity and innovation in solutions
- Must have patience, flexibility, a good sense of humor and be solutions-focused

**Functional Responsibility:**

- Coordinate planning, development, testing, and implementation of project to ensure timely deliverables, project success and quality
- Provide work direction, project status, and feedback to all team members and assist them in issue resolution
- Design and develop deliverables per client needs and expectations and present potential concepts
- Assist in the identification, assessment and resolution of issues and problems
- Communicate with clients throughout the life of the project, informing them of progress and watching for changes in scope and expectations
- Balance and prioritize project work to ensure critical items are addressed
- Ensure high quality deliverables are produced while working within budget and meeting deadlines

**Minimum Education:**

- Bachelor's degree in business, communications, or related field

**Clerical I**

**Minimum/General Experience:**

- A minimum of 6 months of experience in a clerical role
- Computer literacy with demonstrable proficiency in MS Office Suite (Word, Excel, PowerPoint, Outlook)
- Ability to work efficiently under pressure and meet deadlines
- General filing, typing, data entry and copying
- Printing and assembling marketing materials

- Answering phones, distributing calls and messages
- Distributing inbound mail along with coordination of outbound mail and packages
- General office maintenance
  - Arranging conference room and kitchen for events/meetings
  - Organization of supply closets
  - Managing office recycling
- Assist in travel arrangements and tracking expenses
- Can easily handle multiple projects simultaneously
- Must be able to work cooperatively as a member of a team as well as independently with self direction
- Must have patience, flexibility, a good sense of humor and be solutions-focused

### **Functional Responsibility:**

- Balance and prioritize work to ensure critical items are addressed
- Produce high quality deliverables while working within budget and meeting deadlines
- Interact and confer with IE Team frequently regarding specific work efforts including seeking regular feedback and input on deliverables
- Keep supervisor aware of workload and potential conflicting commitments
- Design and develop deliverables per IE Team needs and expectations and present potential concepts
- Assist in the identification, assessment and resolution of issues and problems
- Provide exceptional customer service
- Prior administrative assistance experience highly desirable

### **Minimum Education:**

- High school degree or higher, college experience preferred

## **QA/Editor**

### **Minimum/General Experience:**

- A minimum of 2-4 years of work-related skills, knowledge, or experience is needed.

### **Functional Responsibility:**

- Prepare, rewrite and edit copy to improve readability, or supervise others who do this work.
- Read copy or proof to detect and correct errors in spelling, punctuation, and syntax.
- Allocate print space for story text, photos, and illustrations according to space parameters and copy significance, using knowledge of layout principles.
- Plan the contents of publications according to the publication's style, editorial policy, and publishing requirements.
- Verify facts, dates, and statistics, using standard reference sources.
- Review and approve proofs submitted by composing room prior to publication production.
- Develop story or content ideas, considering reader or audience appeal.
- Oversee publication production, including artwork, layout, computer typesetting, and printing, ensuring adherence to deadlines and budget requirements.
- Confer with management and editorial staff members regarding placement and emphasis of developing news stories.
- Assign topics, events and stories to individual writers or reporters for coverage.

### **Minimum Education:**

- Bachelor's degree

## **Senior Graphic Designer**

### **Minimum/General Experience:**

- A minimum of 6 years of design experience working in an agency or in-house design department and minimum of 4 years experience designing computer interfaces, animation and graphical elements
- Extensive design experience in brand identity, collateral, print advertising, typography and websites
- 3 years experience with print vendor relations and management
- Must be able to provide a portfolio that includes graphic design samples
- Superior knowledge of layout principles and an esthetic design concept
- Can easily determine size and arrangement of illustrative material and copy, select style and size of type, and create sample layouts
- Proven ability to creatively design sales, advertising and public relations materials including logos, marketing collateral, educational materials, and web sites
- Excellent ability to develop art and copy layouts using a variety of media to meet specific promotional needs
- Outstanding expertise in graphic design software such as Adobe Photoshop, Adobe Illustrator, and Quark XpressAbility
- A strong foundation in interface design, computer animation, multimedia development and web page design; expert-level experience with HTML, Flash, and 3D applications
- Strong desire and ability to work creatively and analytically with an attention to detail
- Excellent ability to communicate information and ideas in speaking and writing so others will understand
- Can easily handle multiple projects simultaneously
- Must be able to work cooperatively as a member and leader of a team as well as independently with self direction
- Experience leading small projects using project management standards and processes preferred
- Ability to track and communicate project status, identify and resolve issues, and work within budget
- Must have patience, flexibility, a good sense of humor and be solutions-focused
- Visual acuity (with correction) sufficient to make artistic judgments about layout and design
- Manual dexterity to operate computer or make manual sketches and drawings as required

### **Functional Responsibility:**

- Design and develop deliverables per client needs and expectations and present concepts; may provide work direction, project status, and feedback to team members and assist them in issue resolution
- May coordinate planning, development, testing, and implementation of project to ensure timely deliverables, project success and quality
- Assist in the identification, assessment and resolution of issues and problems
- Interact and confer with client frequently regarding specific work efforts including seeking regular feedback and input from client on deliverables; may be responsible for informing clients of progress and watching changes in scope and expectations
- Balance and prioritize work to ensure critical items are addressed
- Produce high quality deliverables while working within budget and meeting deadlines
- Keep supervisor aware of workload and potential conflicting commitments

### **Minimum Education:**

- Graduate of college or art school with degree in graphic design, fine arts, or related field; masters degree preferred

## Senior Instructional Designer

### **Minimum/General Experience:**

- A minimum of 5 years of experience working in the ISD field
- Must be able to provide samples of work

- Mastery of eLearning (WBT, CBT, CD-Rom, synchronous) capabilities, design methodologies, and processes
- Up-to-date knowledge of SCORM models, LMS/LCMS considerations and compliance
- Superior ability to develop and integrate module content, materials, and media to meet detailed design specifications and support the overall learning goals and objectives
- Strong desire and ability to work creatively and analytically with an attention to detail
- Excellent ability to communicate information and ideas in speaking and writing so others will understand
- Can easily handle multiple projects simultaneously
- Experience leading small projects using project management standards and processes preferred
- Ability to track and communicate project status, identify and resolve issues, and work within budget
- Must be able to work cooperatively as a member and leader of team as well as independently with self direction
- Must have patience, flexibility, a good sense of humor and be solutions-focused

### **Functional Responsibility:**

- Design and develop deliverables per client needs and expectations and present potential concepts; may provide work direction, project status, and feedback to team members and assist them in issue resolution
- Assist in the identification, assessment and resolution of issues and problems
- May coordinate planning, development, testing, and implementation of project to ensure timely deliverables, project success and quality
- Interact and confer with client frequently regarding specific work efforts including seeking regular feedback and input from client on deliverables; may be responsible for informing clients of progress and watching changes in scope and expectations
- Balance and prioritize work to ensure critical items are addressed
- Produce high quality deliverables while working within budget and meeting deadlines
- Keep supervisor aware of workload and potential conflicting commitments

### **Minimum Education:**

- Bachelor's degree in Instructional Design, Instructional Technology, Adult Learning Theory or related field; advanced degree preferred

<b>Consultant</b>
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### **Minimum/General Experience:**

- A minimum of 5 years of management consulting or related industry
- Expert problem-solver and sorts through complex issues and conducts comparative analysis of multiple solutions
- Understands organizations needs, identifies root causes of problems, and develops and implements creative and pragmatic solutions.

### **Functional Responsibility:**

- Work with clients to uncover, assess, and solve employee-focused and organizational-based business challenges.
- Uncover impediments to productivity, efficiency, and effectiveness, and causes of low employee morale, attrition, and unacceptable employee performance.
- Conduct competency assessments and needs analyses to identify root causes.
- Based on assessments/analyses, recommend customized solutions that will address critical problems.
- Oversee the implementation of solutions, including but not limited to the development of communications strategies, marketing programs, training programs & curriculums, and other learning initiatives.

- Conclude consulting engagement with a qualitative and quantitative measurement of intervention, and recommendations for continuous improvement.

**Minimum Education:**

- BS required, MA preferred

**Project Manager**

**Minimum/General Experience:**

- A minimum of 5 years of production management in a consulting agency environment.
- Strong interpersonal and organizational skills.
- Thoroughly versed in production methods, scheduling, materials and resource allocation and logistics.
- Ability to manage personnel, both office and production from qualitative and quantitative aspects.
- Ability to read proposals and contracts to determine scope of work and project plans.

**Functional Responsibility:**

- Manages assigned projects to achieve client satisfaction.
- Assigns job responsibility and supervises the process and personnel assigned for performance of required tasks, quality of work, output of client product in conformance with agreed standards of content, quality and timeliness, and achievement of project plan.
- Manages client expectations within the framework of the engagement to assure a mutually satisfactory result.
- Assures consistent profitability of the work performed on assigned projects.
- Works closely with the Quality Assurance Manager to assure that all projects are meeting expected quality and timing standards at all phases and milestones of the projects.

**Minimum Education:**

- B.A. required. Advanced degree preferred.

**Instructional Designer**

**Minimum/General Experience:**

- A minimum of 5 years of experience (expert-level knowledge and experience) with instructional design and development related to a variety of delivery media
- Strong demonstrated analysis skills and learner focus
- Understanding of adult learning theories and applications

**Functional Responsibility:**

The basic function of the Content Specialist is to perform the activities associated with implementation of the Instructional Systems Design (ISD) methodology. The ISD methodology includes the basic steps of analysis, design, development, implementation and evaluation.

Basic Functions Include the Following: Contributes to assigned projects by taking part and/or leading activities directly related to the ISD process. Works with the Content Director, and the Project Manager of assigned projects. May work independently on projects, or as part of a team of other content specialists, multimedia artists, programmers, and others as needed. At any given time, may be involved with one or more internal (IE) or external (client-based) projects.

- As required by assignments, performs data collection, review, assessment and compilation as part of analysis. Works at locations most conducive to the completion of this effort. Analyzes data to compose suggested solutions, treatments, and curricula. Produces client-ready documents to communicate findings and suggestions.

- As part of design, incorporates adult learning theories and practices during the creation of client-ready storyboards (for training/instruction). Derives objectives from analysis material, creates assessment instruments/tools to measure performance, incorporates opportunities for remediation and review, and writes scripts composed of instructional text for learners to view.
- As part of development, produces the instructional materials as outlined in the storyboards or scripts--involving the creation of classroom-based materials (participant guides and user guides), performance support tools and job aids. May work collaboratively with multimedia resources in the development of eLearning materials, depending upon the experience and skills of the designer and the need for such support during the development process.
- Participates as needed during the implementation process. Depending upon the delivery media, (classroom, eLearning, paper-based, etc.), facilitates the initial use of the instructional material. Reviews online content to ensure proper loading of data, conducts train-the-trainer sessions for client resources and produces materials to enhance the deliverable's use.
- Conducts evaluation throughout the lifecycle of a project, and at the project's completion, during a summative effort. Collects and analyzes performance data, assessment measurements and learners' opinions regarding various aspects of the deliverables involved. Works with Quality Control team and resources assigned to assist with evaluation efforts.
- Adheres to schedules and delivery plans as outlined by the Project Managers for assigned projects.
- Communicates with the Project Managers of assigned projects on a routine basis. Attends kick-off and post-mortem events, project team meetings, client review sessions, and other gatherings related to assigned projects. Produces Status Reports as requested by Relationship Managers.
- Maintains timesheets on a daily basis, facilitating project tracking. Records time and efforts as instructed by the Project Managers of assigned projects.
- In cooperation with the Project Manager and/or Content Director, reviews and provides input for any project or client-related issues needing clarification and confrontation.
- Contacts Project Manager(s) to communicate perceived opportunities to increase business through expansion, new projects and other areas falling within the capability of IE.
- Contributes to internal efforts, including the maintenance of Internet-site material, sales and marketing material, the creation of White Papers addressing current points of interest related to instructional design and other internal efforts.
- Performs other duties, as may be required, for successful completion of projects and as may be required of a Content Specialist.

**Minimum Education:**

- BS in education/adult learning theory required, MS preferred (in instructional design or technology)

<b>Creative Director</b>
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**Minimum/General Experience:**

M.S./M.A./M.B.A./M.F.A. in Marketing, Business Administration, Communications, or Creative Discipline; B.S./B.A. degree in Art, Communications, Marketing, or Humanities.

**Functional Responsibility:**

- Serves as a senior production and design consultant for originating concepts and initial designs
- Collaborates with Interactive Designers, Designers, Strategists, and Developers to integrate all efforts and client feedback into an effective and cohesive educational, training and communications solutions
- Provides creative insight throughout project
- Assumes the conceptual or design lead on especially challenging work

- Assists in the supervision and coordination of all Creative Department personnel to assure they are performing their jobs effectively, controlling their costs, achieving quality standards, maximizing weekly billings, controlling schedule and overtime, and job related costs and materials
- Assures a consistently high-level of work performed by the company

**Minimum Education:**

12+ (agency and organizational management); has functioned at the Director-level or higher within an agency or organization

**Strategic Advisor**

**Minimum/General Experience:**

Masters Degree in Business, Communications, Creative Discipline, Humanities, or related field.

**Functional Responsibility:**

- Responsible for providing strategic analysis and functional knowledge of educational programs and systems to customers, end-users, and staff as requested
- Participates in team meetings, when requested, to provide strategic business expertise
- Demonstrates broad knowledge of, and experience in, Federal programs that integrate with agency solutions

**Minimum Education:**

15+ (agency and organizational management); has functioned at the Director-level or higher within an agency or organization.

**TRAINING PROGRAM MANAGER**

**Minimum/General Experience:**

Minimum of 5 years of experience in a business analyst, project management, or senior consultant role; must be able to provide samples of project management work

**Functional Responsibility:**

- Identify a client's touch points and evaluate their information needs; develop communication solutions for organizational transitions, programs and initiatives; develop multi-faceted communication plans that incorporate a variety of disciplines (e.g., training, marketing communications, intranet development)
- Lead multiple engagements to develop a variety of communication strategies (e.g, messaging, product and corporate launches, merger communications)
- Direct and coordinate specific deliverables, the overall project plan, budget, schedule, and staffing requirements
- Oversee fiscal, operational, administrative, and human resources management of projects
- Lead sales efforts in new and existing accounts; develop proposals
- Provide day-to-day technical and professional guidance and leadership
- Oversee planning, development, testing, and implementation of projects to ensure timely deliverables, project success and quality
- Assist in the identification, assessment and resolution of issues and problems
- Ensure high quality deliverables are produced while working within budget and meeting deadlines

**Required Qualifications:**

- Proven track record of leading outstanding projects using project management standards and processes
- Proven ability to identify and develop new business opportunities and grow accounts into strategic partnerships; excellent ability to maintain positive and cooperative working relations with team and clients
- Extremely well-developed communication and presentation skills; proven ability to communicate information and ideas in speaking and writing so others will understand
- Demonstrated knowledge of government proposal development and management
- Must have superior judgment, strategic thinking, and communication skills
- Strong knowledge of system development lifecycle, marketing communication and instructional design
- Integrated communications and technical development experience
- Strong ability to use project management tools and software (e.g., Microsoft Project)
- Strong knowledge of external and internal communications
- Must be able to effectively multi-task, organize and prioritize work, and resolve issues
- Willing to travel 30% of time

**Minimum Education:**

Bachelor's degree in business, communications, or related field

**TRAINING PROJECT MANAGER**

**Minimum/General Experience:**

Minimum of 5 years of experience in a business analyst, project management, or senior consultant role, must be able to provide samples of project management work.

**Functional Responsibility:**

- Responsible for project planning, execution, and performance, including technical approach for Task Orders
- Demonstrates project management and subject expertise, as well as communication skills to interface with all levels of management
- Has authority to act for the contractor on all matters relating to the daily operation of the Project

**Required Qualifications:**

- Proven track record of leading successful projects using project management standards and processes
- Superior ability to track and communicate project status, identify and resolve issues, and work within budget
- Well-developed communication skills and the ability to maintain positive and cooperative working relations with team and clients
- Must have superior judgment, leadership, and communication skills
- Strong ability to use project management tools and software (e.g., Microsoft Project)
- Must exhibit creativity and innovation in solutions
- Must have patience, flexibility, a good sense of humor and be solutions-focused

**Minimum Education:**

Bachelor's degree in business, communications, or related field

**SENIOR CONSULTANT**

**Minimum/General Experience:**

Possesses at least five (5) years of management consulting experience

**Functional Responsibility:**

- Responsible for larger, more complex or technically advanced projects

- May be responsible for allocating and managing resources among multiple related projects computer science, information technology, performance and learning technologies, business process re-engineering, user-centered design or the equivalent

**Minimum Education:**

Possesses a minimum of a master's degree or equivalent experience in human capital

**CONSULTANT**

**Minimum/General Experience:**

Possesses at least three (3) years of management consulting experience

**Functional Responsibility:**

- Responsible for larger, more complex or technically advanced projects
- May be responsible for allocating and managing resources among multiple related projects computer science, information technology, performance and learning technologies, business process re-engineering, user-centered design or the equivalent

**Minimum Education:**

Possesses a minimum of a master's degree or equivalent experience in human capital

**SUBJECT MATTER EXPERT**

**Minimum/General Experience:**

A minimum of 5 years professional experience

**Functional Responsibility:**

- Responsible for providing analysis, research, training, and functional knowledge of programs and systems to customers, end-users, and staff
- Participates in systems requirements and design meetings to provide business expertise and ensure compliance with applicable laws, regulations, and standard business processes
- Demonstrates broad knowledge of Federal programs that integrate with agency solutions
- Possesses strong data analytical skills

**Minimum Education:**

Bachelor's degree in Business, Organizational Development, Industrial Psychology, Communications, or related field; Masters degree preferred

**STRATEGIST/WRITER II**

**Minimum/General Experience:**

- A minimum of 10 years of experience in a project management role
- Experience in guiding senior level executives through consultative engagements (experience in technology a plus)
- Strong Experience with management, negotiation and administration of government contracts
- Experience with managing company and third party vendors

**Functional Responsibility:**

- Demonstrates superior ability to develop, write, and edit copy for a variety of communication vehicles, including web
- Displays outstanding understanding of the integration of words, images, and functionality across a broad spectrum of marketing and communications materials
- Shows knowledge of a variety of advertising, public relations, and marketing communication concepts, practices, and procedures

**Minimum Education:**

Bachelor's degree in Business, Communications, or related field; masters preferred

## ART DIRECTOR

### Minimum/General Experience:

- A minimum of 6 years of design experience working in an agency or in-house design department and minimum of 4 years experience designing computer interfaces, animation and graphical elements
- Extensive design experience in brand identity, collateral, print advertising, typography and websites
- 3 years experience with print vendor relations and management

### Functional Responsibility:

- Assists the Creative Director with the management of the day-to-day operations and work of the Creative Services Department
- Provides tactical creative insight to Designers
- Takes the design lead on especially challenging work
- Finalizes designs in accordance with client design feedback
- Serves as a design consultant for all brainstorming sessions and design challenges

### Minimum Education:

Graduate of college or art school with degree in graphic design, fine arts, or related field; masters degree preferred

## SENIOR INSTRUCTIONAL SYSTEM DESIGNER

### Minimum/General Experience:

5 or more years of experience working in the ISD field; must be able to provide samples of work

### Functional Responsibility:

- Be an Information Expert demonstrating our core values and commitment to our clients:
- Design and develop deliverables per client needs and expectations and present potential concepts; may provide work direction, project status, and feedback to team members and assist them in issue resolution
- Assist in the identification, assessment and resolution of issues and problems
- May coordinate planning, development, testing, and implementation of project to ensure timely deliverables, project success and quality
- Interact and confer with client frequently regarding specific work efforts including seeking regular feedback and input from client on deliverables; may be responsible for informing clients of progress and watching changes in scope and expectations
- Balance and prioritize work to ensure critical items are addressed
- Produce high quality deliverables while working within budget and meeting deadlines
- Keep supervisor aware of workload and potential conflicting commitments

### Required Qualifications:

- Mastery of eLearning (WBT, CBT, CD-Rom, synchronous) capabilities, design methodologies, and processes
- Up-to-date knowledge of SCORM models, LMS/LCMS considerations and compliance
- Superior ability to develop and integrate module content, materials, and media to meet detailed design specifications and support the overall learning goals and objectives
- Strong desire and ability to work creatively and analytically with an attention to detail
- Excellent ability to communicate information and ideas in speaking and writing so others will understand
- Can easily handle multiple projects simultaneously
- Experience leading small projects using project management standards and processes preferred
- Ability to track and communicate project status, identify and resolve issues, and work within budget
- Must be able to work cooperatively as a member and leader of team as well as independently with self direction
- Must have patience, flexibility, a good sense of humor and be solutions-focused

### Minimum Education:

Bachelor's degree in Instructional Design, Instructional Technology, Adult Learning Theory or related field; advanced degree preferred

### CREATIVE DIRECTOR

**Minimum/General Experience:**

- A minimum of 6 years of design experience working in an agency or in-house design department and minimum of 4 years experience designing computer interfaces, animation and graphical elements
- Extensive design experience in brand identity, collateral, print advertising, typography and websites
- 3 years experience with print vendor relations and management

**Functional Responsibility:**

- Serves as a marketing and design consultant for originating concepts and initial designs
- Collaborates with Art Director, Designers, Strategists, and Developers to integrate all efforts and client feedback into an effective and cohesive marketing communications solution
- Provides creative insight throughout project
- Assumes the conceptual or design lead on especially challenging work

**Minimum Education:**

Graduate of college or art school with degree in graphic design, fine arts, or related field; masters degree preferred

### INSTRUCTIONAL SYSTEM DESIGNER

**Minimum/General Experience:**

2-4 years of experience working in the ISD field; must be able to provide samples of work

**Functional Responsibility:**

- Design and develop deliverables per client needs and expectations and present potential concepts
- Assist in the identification, assessment and resolution of issues and problems
- Interact and confer with client frequently regarding specific work efforts including seeking regular feedback and input from client on deliverables
- Balance and prioritize work to ensure critical items are addressed
- Produce high quality deliverables while working within budget and meeting deadlines
- Keep supervisor aware of workload and potential conflicting commitments

**Required Qualifications:**

- Intermediate knowledge of eLearning (WBT, CBT, CD-Rom, synchronous) capabilities, design methodologies, and processes
- Up-to-date knowledge of SCORM models, LMS/LCMS considerations and compliance
- Excellent ability to develop and integrate module content, materials, and media to meet detailed design specifications and support the overall learning goals and objectives
- Strong desire and ability to work creatively and analytically with an attention to detail
- Excellent ability to communicate information and ideas in speaking and writing so others will understand
- Can easily handle multiple projects simultaneously
- Must be able to work cooperatively as a member of team as well as independently with self direction
- Must have patience, flexibility, a good sense of humor and be solutions-focused

**Minimum Education:**

Bachelor's degree in Instructional Design, Instructional Technology, Adult Learning Theory or related field

### COURSE WRITER – INSTRUCTOR

**Minimum/General Experience:**

2-4 years of experience working in the ISD field

**Functional Responsibility:**

- Responsible for larger, more complex or technically advanced projects
- May be responsible for technical writing/editing tasks among multiple projects
- May be responsible for leading less experienced technical writers/editors
- Brings subject-specific experience

**Minimum Education:**

Bachelor's degree in Instructional Design, Instructional Technology, Adult Learning Theory or related field

**APPLICATIONS SA/PROGRAMMER-SENIOR**

**Minimum/General Experience:**

5 or more years of application experience developing and programming websites; Experience with Learning Management Systems (integrating learning objects, tagging, testing, etc.) is desired; must be able to provide samples of work

**Functional Responsibility:**

- Design and develop deliverables per client needs and expectations and present potential concepts
- Assist in the identification, assessment and resolution of issues and problems
- Interact and confer with client frequently regarding specific work efforts including seeking regular feedback and input from client on deliverables; may be responsible for informing clients of progress and watching changes in scope and expectations
- Balance and prioritize work to ensure critical items are addressed
- Produce high quality deliverables while working within budget and meeting deadlines
- Keep supervisor aware of workload and potential conflicting commitments
- May provide work direction, project status, and feedback to team members and assist them in issue resolution
- May coordinate planning, development, testing, and implementation of project to ensure timely deliverables, project success and quality

**Required Qualifications:**

- Superior ability to code site and design and develop style sheets, page layouts, digitized images, rich media, and other design elements to enhance appearance of site
- Outstanding ability to assemble instructional media and content in the form of static images, video files, audio files, animations, and storyboards
- Excellent ability to create, execute and document tests to ensure an application meets user requirements and specifications
- Strong knowledge of HTML, JavaScript and XML
- Knowledge of Internet technologies and browser capabilities
- Intermediate-level knowledge of Macromedia Flash, Toolbook preferred
- Strong knowledge of Java, ASP, PHP or .NET preferred
- Knowledge of DBMS such as Microsoft SQL Server and Oracle preferred
- Intermediate knowledge of Windows NT and Unix
- Intermediate knowledge of SCORM and Section 508 compliance
- Strong desire and ability to work creatively and analytically with an attention to detail
- Excellent ability to communicate information and ideas in speaking and writing so others will understand
- Experience leading small projects using project management standards and processes preferred
- Ability to track and communicate project status, identify and resolve issues, and work within budget
- Can easily handle multiple projects simultaneously
- Must be able to work cooperatively as a member and leader of a team as well as independently with self direction
- Must have patience, flexibility, a good sense of humor and be solutions-focused

**Minimum Education:**

Bachelor's degree in Computer Science, Graphics Communications, or related field; masters degree a plus

**SENIOR TECHNICAL WRITER/EDITOR**

**Minimum/General Experience:**

Demonstrate at least 7 years of writing experience with escalating responsibilities

**Functional Responsibility:**

- Responsible for larger, more complex or technically advanced projects
- May be responsible for technical writing/editing tasks among multiple projects
- May be responsible for leading less experienced technical writers/editors

**Minimum Education:**

Bachelor's degree in English, Marketing, Journalism, Communications or related field; masters preferred

**TECHNICAL EDITOR**

**Minimum/General Experience:**

Excellent knowledge of grammar, spelling, formatting, and style requirements; Familiarity with GPO, AP, and Chicago style guides; 2-4 years of experience in proofreading, editing, and testing the functionality of collateral, Web sites, and marketing/communications deliverables; Experience with providing quality control reviews of government related deliverables a plus

**Functional Responsibility:**

- Review the accuracy and completeness of all print and Web-based material (e.g., table of contents, index, headers, footers, chapter titles, copyright information, fonts, page numbering, and format requirements); identify ambiguities and errors in spelling, grammar, syntax, and format; and make edits to ensure correctness and clarity of writing
- Ensure deliverables follow style guides and client requirements as well as adhere to set standards for graphics formatting and style
- Conduct user tests of all client deliverables ensuring accurate navigation and flow of Web-based deliverables
- Define and develop quality-assurance processes related to print, Web, and e-Learning deliverables
- Assist in the identification, assessment, and resolution of issues and problems
- Work with the project team regarding specific work deliverables and required revisions; work with project manager to develop review and testing schedules that meet the required timeline and budget
- Balance and prioritize work to ensure critical items are addressed
- Produce high-quality deliverables while working within budget and meeting deadlines
- Keep supervisor aware of workload and conflicting commitments

**Required Qualifications:**

- Ability to write in plain English
- Superior ability to proof, edit, and correct copy for a variety of communication vehicles
- Outstanding attention to detail and thoroughness in reviewing deliverables, project proposals, and documentation
- Strong computer skills; fluent in Word and PowerPoint
- Ability to work with limited direction in a fast-paced environment and execute instructions necessary to complete a task from beginning to end; can easily handle multiple projects simultaneously while managing tight deadlines
- Must be able to implement procedures to ensure that all information and deliverables meet company client standards as well as end-user requirements; must be able to develop templates and style guidelines to ensure an effective and consistent product
- Excellent ability to communicate information and ideas in speaking and writing so others will

understand

- Must be able to work cooperatively as a member of a team as well as independently
- Must have patience, flexibility, and a good sense of humor, and be solutions-focused
- Good visual acuity to look at printed copy for extended periods of time
- Experience with the development of Section 508-compliant deliverables and SCORM-conformant deliverables

**Minimum Education:**

Bachelor's degree in English, Journalism, Communications or related field