

# General Services Administration

## Federal Supply Service

### Authorized Federal Supply Schedule Price List



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## Professional Services Schedule (PSS)

 Contract Holder  
Contract Number:  
GS-10F-097BA

00CORP

**Special Item Numbers:**  
874-7, Integrated Business Program Support Services  
**Contract Period:**  
February 25, 2014 to February 24, 2019  
**Business Size:** Small, Disadvantaged, SBA Certified 8a

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!**<sup>™</sup>, a menu-driven database system. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>.

# CUSTOMER INFORMATION:

**1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:**

SIN	Recovery	SIN Description
874-7	874-7RC	Integrated Business Program Support Services

**1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.**

Not applicable

- 1c. Hourly Rates:** Described herein. Please see the table 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 (city, county, and state or foreign country):** Same as company address
- 6. Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See Attachment.
- 7. Quantity discounts:** .5% for individual task orders - \$250,000 - \$499,999  
1% for individual task orders that exceed \$500,000
- 8. Prompt payment terms:** .5% 20 Days, Net 30
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** will accept over \$2,500
- 10. Foreign items (list items by country of origin):** None
- 11a. Time of Delivery (Contractor insert number of days):**  
Specified on the Task Order
- 11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery:**

Contact Contractor

**11c. Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery:

Contact Contractor

**11d. Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery:

Contact Contractor

**12. F.O.B Points(s):** Destination

**13a. Ordering Address(es):** Same as Contractor

**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](http://fss.gsa.gov/schedules)).

**14. Payment address(es):** Same as company address

**15. Warranty provision.:** Contractor’s standard commercial warranty.

**16. Export Packing Charges (if applicable):** Not applicable

**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 (if applicable):** Not applicable

**19. Terms and conditions of installation (if applicable):** Not applicable

**20a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** Not applicable

**20b. Terms and conditions for any other services (if applicable):** Not applicable

**21. List of service and distribution points (if applicable):** Not applicable

**22. List of participating dealers (if applicable):** Not applicable

**23. Preventive maintenance (if applicable):** Not applicable

**24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:**  
Not applicable

**24b. 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. contactor’s website or other location.) The EIT standards can be found at:**  
[www.Section508.gov/](http://www.Section508.gov/).

**25. Data Universal Numbering System (DUNS) number:** 170628544

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

Registered

**27. Final Pricing:**

The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

Item	SIN	Awarded Labor Category	Minimum Education	Minimum Experience	Site	Year 1
1	874-7	PROGRAM MANAGER	Bachelor's	15	Both	<b>\$135.67</b>
2	874-7	PROJECT MANAGER	Bachelor's	10	Both	<b>\$117.36</b>
3	874-7	ASSISTANT PROJECT MANAGER	Bachelor's	6	Both	<b>\$103.24</b>
4	874-7	EXECUTIVE ADMINISTRATOR	Bachelor's	7	Both	<b>\$59.74</b>
5	874-7	SUBJECT MATTER EXPERT I	Bachelor's	10	Both	<b>\$146.59</b>
6	874-7	SUBJECT MATTER EXPERT II	Bachelor's	14	Both	<b>\$160.92</b>
7	874-7	SUBJECT MATTER EXPERT III	Master's	18	Both	<b>\$194.95</b>
8	874-7	TECHNICAL EXPERT I	Bachelor's	7	Both	<b>\$132.27</b>
9	874-7	TECHNICAL EXPERT II	Bachelor's	10	Both	<b>\$157.17</b>
10	874-7	DOCUMENTATION SPECIALIST	Bachelor's	5	Both	<b>\$49.12</b>
11	874-7	COMPUTER ANALYST	Bachelor's	5	Both	<b>\$68.23</b>
12	874-7	ADMINISTRATIVE ASSISTANT I	High School	2	Both	<b>\$40.23</b>
13	874-7	ADMINISTRATIVE ASSISTANT II	Bachelor's	5	Both	<b>\$53.75</b>

**28. Service Contract Act:** 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 awarded are in line with the geographic scope of the contract (i.e. nationwide).

SCA Eligible Contract		
SCA Eligible Labor Category	SCA Equivalent Code – Title	WD Number
Documentation Specialist	01070 – Document Preparation Clerk	WD 15-4281
Administrative Assistant I	01313 – Secretary III	WD 15-4281
Administrative Assistant II	01020 – Administrative Assistant	WD 15-4281

SCA Labor Categories were cross-referenced to Wage Determination Number WD 15-4281, Revision number 3, dated 04/19/2016 for the District of Columbia.

## **LABOR CATEGORY DESCRIPTIONS**

### **Program Manager**

#### **Position Overview:**

The Program Manager is responsible for managing the overall program/contract operations and ensuring quality standards and work performance on all task orders and projects. Serves as primary interface with contracting officer and technical representatives. The Program Manager plans, organizes, and oversees all work efforts; assigns resources; supervises personnel; provides risk management; ensures quality management; and monitors overall project and contract performance. Provides management guidance in the accomplishment of work efforts and ensures adherence to contract standards of performance.

#### **Primary Duties and Responsibilities:**

1. Final responsibility for cost, schedule, and technical aspects of program and associated projects of all efforts executed under assigned contracts.
2. Leads large programs that have multiple complex subordinate projects. May delegate task order lead to Project Managers.
3. The Program Manager typically performs or leads two or more project functions.
4. The Program Manager ensures provision and direction of appropriate labor, material, and other resources to accomplish technical objectives.
5. Authors, edits, and contributes to production of technical and cost and performance reports.
6. Provides quality control of same

#### **Minimum Qualifications**

##### **Minimum Education:**

Bachelor's degree.

##### **Minimum Experience:**

Requires a minimum of 15 years of relevant management experience in the federal sector.

### **Project Manager**

#### **Position Overview:**

The Project Manager is responsible for managing and overseeing work performance on one or more task orders or contracts. The Project Manager is primary responsibility for planning, managing and overseeing work efforts of project team personnel; determining and monitoring task order schedules and budgets; and ensuring compliance with all contract and task order requirements and quality standards. The Project Manager serves as the primary interface with the task order customer and serves as primary interface with contracting officer and technical representatives. The Project Manager demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work; and provides quality review of all work products. The Project Manager Assists the Program Manager as required in managing contract performance.

#### **Primary Duties and Responsibilities:**

1. The Project Manager is responsibility for cost, schedule, and technical aspects of assigned task orders.
2. Performs functions associated with resource provision, tracking of technical progress and resource consumption, and quality control of emerging and final products.
3. Assists technical employees by providing access to sources of expert advice; recommending and resourcing appropriate training, and ensuring appropriate mix of technical skills.
4. Authors, edits, and contributes to production of technical and cost and performance reports.
5. Ensures quality control.

## Minimum Qualifications

### Minimum Education:

Bachelor's degree.

### Minimum Experience:

Requires a minimum of 10 years of relevant management experience.

## Assistant Project Manager

### Position Overview:

The Assistant Project Manager manages projects to ensure success and unqualified satisfaction of the client. The Assistant Project Manager leads project planning and execution, including designing and structuring the project approach and creating Project Management Plans in collaboration with the client, the Project Manager and others, as required by the project. The Assistant Project Manager effectively manages cross-functional team performance in adherence to the approved Management Plan to meet client's goals. The Assistant Project Manager collaborates with clients to help identify and plan for client agencies' future project challenges and opportunities.

### Primary Duties and Responsibilities:

1. Responsible for the successful completion of task orders and/or contract assignments.
2. Ensures complete client satisfaction; ensure quality control.
3. Ensures teams are appropriately staffed and trained to meet contract objectives.
4. Assists the Project Manager with controlling costs.
5. Develops project management plans.
6. Trains staff.
7. Communicates client goals and objectives.

## Minimum Qualifications

### Minimum Education:

Minimum of a Bachelor's degree in business or a management discipline.

### Minimum Experience:

Must have at least 6 years of experience managing federal government contracts and task orders.

## Executive Administrator

### Position Overview:

The Executive Administrator performs diversified clerical, administrative, and general office support duties of a highly responsible and confidential nature to senior members of management. Knowledge of applicable policies, procedures, operations and organization are required. The Executive Administrator is able to function under conditions that are often times stressful. The Executive Administrator must have the ability to multi-task and function in a highly demanding environment. This position also requires high level of technical skills using automation tools including word processing and presentation software including Microsoft Word, Excel, Access and PowerPoint. General required experience includes Ability to work independently. Strong oral and written communication skills are essential.

### Primary Duties and Responsibilities:

1. The Executive Administrator communicates and/or coordinates instructions with various individuals and/or departments.
2. Furnishes and obtains information from multiple sources.
3. Organizes and maintains files of correspondence and records. Follows up on pending matters.

4. Schedules appointments, maintains and disseminates schedules and work plans, and coordinates arrangements for meetings and conferences, transcribes dictation, often of a technical and/or confidential nature.
5. Composes and types routine letters and memorandum.
6. Routes or answers routine correspondence not requiring manager's attention.
7. Prepares special reports, gathering and summarizing data.
8. Organizes and expedites flow of work through manager's office.
9. Initiates follow-up action.
10. May provide supervision, training and guidance to lower level administrative staff.

### **Minimum Qualifications**

**Minimum Education:**

Bachelor's degree.

**Minimum Experience:**

Requires a minimum of 7 years' experience working in a senior level administrative support position.

## **Subject Matter Expert I**

**Position Overview:**

The Subject Matter Expert I has at least 10 years' experience serving as an executive level expert in an area of specialization such as human resources, accounting, finance, logistics, etc. The Subject Matter Expert I supports the execution of PSS related project tasks under the direction of a higher-level Project Consultant, Project Lead, Program Manager, Project Manager and higher level Subject Matter Experts. The Subject Matter Expert I applies expert knowledge of enterprise disciplines and topics to address objectives of consulting engagement; displays broad and deep knowledge of subject matter gained through many years of progressive experience and increases in challenges, provides technical and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. The Subject Matter Expert I develops benchmarks and performs elaborate analyses and studies. This individual has expert credentials and requires recognized industry or professional expertise in a specific topic. The Subject Matter Expert I must be able to effectively communicate on highly technical and specialized information to a variety of audiences both orally and in writing. The Subject Matter Expert I must have demonstrated domain, business process or methodology expertise which is recognized in the industry.

**Primary Duties and Responsibilities:**

1. Provides technical, managerial, and administrative recommendations for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area.
2. Defines problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems.
3. Coordinates and manages the preparation of analysis and evaluations.
4. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in such areas as the following specialties: business process re-engineering, workflow and process automation, process improvement, quality control and management, information systems architecture, automation, communications protocols, risk management/electronic analysis, software, life-cycle management, development methodologies, modeling and simulation projects.
5. Plays a role in defining business needs, test requirements, and system functionality.
6. Perform various supporting duties including trainer, peer-reviewer, knowledge sharer, or system and/or design architect.
7. Responsible for the transferring of industry knowledge and applications to the client-specific initiative.



## Minimum Qualifications

### Minimum Education:

Bachelor's degree in Business, Finance, Management Information Systems or another applicable field of study.

### Minimum Experience:

Requires a minimum of 10 years' of relevant management experience in either the commercial or federal sector.

## Subject Matter Expert II

### Position Overview:

The Subject Matter Expert II has at least 14 years' experience serving as an executive level expert in an area of specialization such as human resources, accounting, finance, logistics, etc. The Subject Matter Expert II supports the execution of PSS related project tasks under the direction of a higher-level Project Consultant, Project Lead, Program Manager, Project Manager or Subject Matter Expert III and provides guidance to lower level Subject Matter Experts. The Subject Matter Expert II applies extensive knowledge of enterprise disciplines and topics to address objectives of consulting engagement; displays broad and deep knowledge of subject matter gained through many years of progressive experience and increases in challenges, provides technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. The Subject Matter Expert II develops benchmarks and performs elaborate analyses and studies. This individual has expert credentials and requires recognized industry or professional expertise in a specific topic. The Subject Matter Expert II must be able to effectively communicate on highly technical and specialized information to a variety of audiences both orally and in writing. The Subject Matter Expert II must have demonstrated domain, business process or methodology expertise which is recognized in the industry.

### Primary Duties and Responsibilities:

1. Provides technical, managerial, and administrative advice for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area.
2. Defines problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems.
3. Coordinates and manages the preparation of analysis and evaluations.
4. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in such areas as the following specialties: business process re-engineering, workflow and process automation, process improvement, quality control and management, information systems architecture, automation, communications protocols, risk management/electronic analysis, software, life-cycle management, development methodologies, modeling and simulation projects.
5. Plays a critical role in defining business needs, test requirements, and system functionality.
6. Perform various duties including trainer, peer-reviewer, approver, knowledge sharer, or system and/or design architect.
7. Responsible for the transferring of industry knowledge and applications to the client-specific initiative.

## Minimum Qualifications

### Minimum Education:

A Bachelor's degree in Business, Finance, Management Information Systems or another applicable field of study.



**Minimum Experience:**

Requires a minimum of 14 years' of relevant management experience in either the commercial or federal sector.

## Subject Matter Expert III

**Position Overview:**

The Subject Matter Expert III has at least 18 years' experience serving as an executive level expert in an area of specialization such as human resources, accounting, finance, logistics, etc. The Subject Matter Expert III supports the execution of PSS related project tasks under the direction of a higher-level Project Consultant, Project Lead, Program Manager or Project Manager and will provide advice and direction to lower level Subject Matter Experts. The Subject Matter Expert III applies extensive knowledge of enterprise disciplines and topics to address objectives of consulting engagement; displays broad and deep knowledge of subject matter gained through many years of progressive experience and increases in challenges, provides technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. The Subject Matter Expert III develops benchmarks and performs elaborate analyses and studies. This individual requires expert credentials and recognized industry or professional expertise in a specific topic. The Subject Matter Expert III must be able to effectively communicate on highly technical and specialized information to a variety of audiences both orally and in writing. The Subject Matter Expert III must have demonstrated domain, business process or methodology expertise which is recognized in the industry.

**Primary Duties and Responsibilities:**

1. Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area.
2. Defines problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems.
3. Coordinates and manages the preparation of analysis and evaluations.
4. Directs, recommends and advises on organization-wide system improvements, optimization or maintenance efforts in such areas as the following specialties: business process re-engineering, workflow and process automation, process improvement, quality control and management, information systems architecture, automation, communications protocols, risk management/electronic analysis, software, life-cycle management, development methodologies, modeling and simulation projects.
5. Plays a critical role in defining business needs, test requirements, and system functionality.
6. Perform various duties including trainer, peer-reviewer, approver, knowledge sharer, or system and/or design architect.
7. Responsible for the transferring of industry knowledge and applications to the client-specific initiative.

### Minimum Qualifications

**Minimum Education:**

Master's degree in Business, Finance, Management Information Systems or other applicable field of study.

**Minimum Experience:**

Requires a minimum of 18 years' of relevant management experience in either the commercial or federal sector.

## Documentation Specialist

### Position Overview:

The Documentation Specialist has at least 5 years' experience writing and editing documents, including technical documents. The Documentation Specialist produces major documentation, technical and non-technical writing/editing, graphics, brochures, and/or manuals and supports the execution of PSS related project tasks. The Documentation Specialist analyzes technical literature, writes descriptive copy, and verifies documentation with related departments. Under general supervision, the Documentation Specialist prepares and/or maintains systems, programming, and operations documentation, including user manuals. Competent to work on most phases of documentation and maintains a current internal documentation library. The Documentation Specialist develops and maintains a comprehensive filing system and computer database for all documents to be retained in the document control center and manages the operation of the document control center to ensure that all users have the latest revision of appropriate documentation in a timely manner. The Documentation Specialists' job responsibilities may vary by industry and with the methods used to store and retrieve documents.

### Primary Duties and Responsibilities:

1. Primarily responsible for the maintenance of documents including storage, cataloging and retrieval of documents.
2. Maintains the integrity of working documents and update documentation when revised.
3. Responsible for maintaining systems for document storage and retrieval.
4. Responsible for training employees on efficient system usage.
5. Responsible for document security, for assigning access, and for removing and destroying obsolete documents.
6. Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals and reports.
7. Edits functional descriptions, system specifications, user manuals, special reports and other documents.
8. Distributes the latest revision level documentation to all appropriate users and ensures that obsolete documentation is removed from distribution.
9. Develops, documents and maintains standards, best practices, and system usage procedures.
10. Assists in performing financial and administrative functions.

### Minimum Qualifications

#### Minimum Education:

Bachelor's degree in Business, Finance, Management, Communications, English, Information Systems or other applicable field of study.

#### Minimum Experience:

Requires a minimum of 5 years' of experience working as a Documentation Specialist. Experience with electronic document control and training system preferred.

## Technical Expert I

### Position Overview:

The Technical Expert I has at least 7 years' of experience working in the specified field as a subject matter and technical expert. The Technical Expert I is a recognized functional expert providing advice and guidance with respect to analysis and evaluation of complex customer technical processes and requirements. The Technical Expert I supports the execution of PSS project tasks under the direction of a higher-level Project Consultant, Project Lead, Program Manager or Project Manager. Highly

experienced in managing projects, contracts, and resources, the Technical Expert I applies sophisticated technical and management systems analysis methods to define and develop solutions to complex problems. The Technical Expert I determines technical project objectives and selects or performs conceptual and methodological designs for the PSS project execution. The Technical Expert I advises on technical aspects of the PSS project and monitors the execution of related project activities. The Technical Expert I may provide technical direction to members of the project team.

**Primary Duties and Responsibilities:**

1. Responsible for defining and analyzing problems while developing plans and requirements for simple to moderately complex systems.
2. Able to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the areas of risk management, life-cycle management, methodologies, modeling, and simulation in the appropriate technical area.
3. Provides expertise to the client to bringing best practices in solving the clients' problems.
4. Designs and implements simple to complex systems that involve: information processing, communications, and/or networking.
5. Able to assist clients in process improvement, while making recommendations concerning enterprise-wide, agency or program strategies, tactics, activities and processes designed to improve organizational effectiveness and ensure achievement of the mission of the enterprise and its components.
6. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity and coordinates resolution of complex problems and tasks.
7. Knowledgeable of state-of-the-art or emerging technologies and methodologies.

**Minimum Qualifications**

**Minimum Education:**

Bachelor's degree in Business, Finance, Management, Communications, Information Systems or another applicable field of study.

**Minimum Experience:**

Requires a minimum of 7 years' of experience working in specified subject matter, including 3 years' of directly related experience to the required area of expertise.

**Technical Expert II**

**Position Overview:**

The Technical Expert II has at least 10 years' of experience working in the specified field as a subject matter and technical expert. The Technical Expert II is a recognized functional expert providing advice and guidance with respect to analysis and evaluation of complex customer technical processes and requirements. The Technical Expert I supports the execution of PSS project tasks under the direction of a higher-level Project Consultant, Project Lead, Program Manager or Project Manager. Highly experienced in managing projects, contracts, and resources, the Technical Expert II applies sophisticated technical and management systems analysis methods to define and develop solutions to complex problems. Responsible for determining technical project objectives and selecting or performing/overseeing conceptual and methodological design for the PSS project execution. The Technical Expert II conducts and/or directs technical aspects of the PSS project and monitors the execution of all related project activities. The Technical Expert II may provide technical direction and advice to members of the project team including lower level technical experts.

**Primary Duties and Responsibilities:**

1. Responsible for defining and analyzing problems while developing plans and requirements for moderately complex to very complicated systems.
2. Able to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the areas of risk management, life-cycle management, policy development, methodologies, and modeling, and simulation in the appropriate technical area.
3. Provides expertise to the client to bringing best practices in solving the clients' problems.
4. Designs and implements simple to highly complex systems that involve: information processing, communications, and/or networking.
5. Able to assist clients in process improvement, while making recommendations concerning enterprise-wide, agency or program strategies, tactics, activities and processes designed to improve organizational effectiveness and ensure achievement of the mission of the enterprise and its components.
6. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity and coordinates resolution of highly complex problems and tasks.
7. Knowledgeable of state-of-the-art or emerging technologies and methodologies.

**Minimum Qualifications****Minimum Education:**

Bachelor's degree in Business, Finance, Management, Communications, Information Systems or another applicable field of study.

**Minimum Experience:**

Requires a minimum of 10 years' of experience working in specified subject matter, including 4 years' of directly related experience to the required area of expertise.

**Administrative Assistant I****Position Overview:**

The Administrative Assistant I has at least 2 years' experience applying general knowledge of standards, concepts, practices, and techniques related to administrative functions in order to accomplish assignments; displays an understanding of specific job requirements with requisite skills to perform assigned tasks with supervision. Duties may be performed in support of a program's or project's senior leadership team and may include performing administrative and office support activities for multiple personnel. Duties may include answering telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing.

**Primary Duties and Responsibilities:**

1. Responsible for providing administrative and clerical support for project tasks including word-processing, graphics, desktop publishing, editing, meeting coordination and facilitation, answering telephones, photocopying, coordination of communications materials and additional tasks.
2. Receives and routes incoming correspondence, answers telephone, and types correspondence, reports, forms, and records.
3. Makes travel arrangements and reservations.
4. Schedules appointments.
5. Prepares presentation drafts and provides editing/proofreading of documents.
6. Manages and prepares presentations or other meeting materials.
7. Assists with bookkeeping/accounting functions.
8. Assists with developing and instituting methods for quality control and accuracy in work.

9. Ensures operation of equipment by completing preventive maintenance requirements; calls for repairs; maintains equipment inventories; evaluates new equipment and techniques used to carry out administrative duties.
10. Maintains supplies inventory by checking stock to determine inventory level; anticipates needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
11. Duties also include regular tasks defined at point of need.

### **Minimum Qualifications**

#### **Minimum Education:**

High School Diploma required.

#### **Minimum Experience:**

Requires a minimum of 2 years' experience providing administrative support in a large organizational environment.

## **Administrative Assistant II**

#### **Position Overview:**

The Administrative Assistant II has at least 5 years' experience applying general knowledge of standards, concepts, practices, and techniques related to administrative functions in order to accomplish assignments; displays an understanding of specific job requirements with requisite skills to perform assigned tasks with minimal supervision. Duties may be performed in support of a program's or project's senior leadership team and may include performing administrative and office support activities for multiple personnel. Duties may include answering telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing.

#### **Primary Duties and Responsibilities:**

1. Responsible for providing general-purpose administrative and clerical support for project tasks including word-processing, graphics, desktop publishing, editing, meeting coordination and facilitation, answering telephones, photocopying, coordination of communications materials and additional tasks.
2. Receives and routes incoming correspondence, answers telephone, and types correspondence, reports, forms, and records.
3. Makes travel arrangements and reservations.
4. Schedules appointments for supervisor.
5. Prepare presentation drafts and provide editing/proofreading of documents.
6. Manage and prepare presentations or other meeting materials and miscellaneous research tasks.
7. Assist with bookkeeping/accounting functions as appropriate.
8. Assist with developing and instituting methods for quality control and accuracy in work.
9. Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.
10. Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintains equipment inventories; evaluates new equipment and techniques used to carry out administrative duties.
11. Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifies receipt of supplies.

### **Minimum Qualifications**

#### **Minimum Education:**

Bachelor's degree in Business, Finance, Management, Communications, English, Information Systems or another applicable field of study.

**Minimum Experience:**

Requires a minimum of 5 years' of experience designing and creating technical, operational and user documentation. Experience with electronic document control and training system.

## Computer Analyst

**Position Overview:**

The Computer Analyst reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. The Computer Analyst consults with users to identify current operating procedures and to clarify program objectives, analyzes user requirements, procedures, and problems to automate or improve existing systems and reviews computer system capabilities, workflows, and scheduling limitations. The Computer Analyst is able to write documentation including user manuals to describe program development, logic, coding, use and corrections. The Computer Analyst is familiar with relational databases and client-server systems. The Computer Analyst will be extremely knowledgeable of Microsoft .NET, Visual Basic, Excel, Word, Outlook and HTML and has a good working knowledge of Microsoft Office Products, Microsoft Visio, and Microsoft Project. The Computer Analyst provides support to a LAN Administrator, Project Manager, Program Manager or Team Lead.

**Primary Duties and Responsibilities:**

1. Provides staff and users with assistance solving computer related problems, such as malfunctions and program problems.
2. Tests, maintains and monitors computer programs and systems, including coordinating the installation of computer programs and systems.
3. Responsible for troubleshooting a variety of software including Microsoft Windows, Microsoft Office, and other productivity applications.
4. Responsible for developing solutions by preparing and evaluating alternative workflow plans.
5. Uses object-oriented programming languages, as well as client/server applications development processes and multimedia and internet technology.
6. Confers with clients regarding the nature of the information processing or computation needs a computer program is to address.
7. Coordinates and links the computer systems within an organization to increase compatibility and facilitate the sharing of information.

### Minimum Qualifications

**Minimum Education:**

Bachelor's degree in Information Systems, Computer Science or another applicable field of study.

**Minimum Experience:**

Requires a minimum of 5 years' of systems and technology experience relevant to client PSS operations. 3 years' of experience with data manipulation and testing methods and proficiency in UNIX, SQL, and Scripting techniques is required. Must be extremely knowledgeable of Microsoft .NET, Visual Basic, Excel, Word, Outlook and HTML. Good working knowledge of and skills with Microsoft Office Products, Microsoft Visio, and Microsoft Project.

## Our Motto:

**Client Focused · Service Driven · Quality Assured™**