

Niche Associates



Veteran Owned Small Business



GSA SmartPay®

**AUTHORIZED FEDERAL SUPPLY SCHEDULE INFORMATION TECHNOLOGY SCHEDULE PRICELIST
SCHEDULE 70-GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,
SOFTWARE & SERVICES**

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

Niche Associates, Inc.

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Sandy, UT 84070
Phone: (801) 572-7436
Fax: (801) 571-8645
www.niche-associates.com

Contract Number: **GS-35F-0063T**
Period Covered by Contract: November 3, 2016 through November 2, 2021

General Services Administration
Federal Acquisition Service

Pricelist current through Modification #A518, dated April 13, 2016

CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

| SIN | Description |
|------------------|---------------------------------|
| 132-51, 132-51RC | Information Technology Services |

1a. Identification of the lowest priced labor category description, job title # and hourly rate awarded under the contract is:

| Job Title # | Labor Category Description | GSA Hourly Rate |
|-------------|----------------------------|-----------------|
| N/A | Administrative Assistant | \$42.50 |

1b. Labor Category Descriptions of all corresponding commercial job titles, experience, functional responsibility and education are outlined on Pages 14 – 36 within this pricelist.

2. Maximum Order: \$1,500,000 per SIN – For SINs 32-51 and 132-51RC

3. Minimum Order: \$100

4. Geographic Scope of Coverage: The Geographic Scope of Coverage is Domestic Delivery. This is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

5. Quantity/ Volume Discount: None

6. Prompt Payment Terms: 1% - 15 days from receipt of invoice or date of acceptance, whichever is later.

7. Government Purchase Cards: Government Purchase Cards will be accepted (through PayPal) however no additional discounts will apply under the contract.

8. Government Educational Institutional Discounts: The Government Educational Institutions are offered the same types of discounts and concessions under this contract as all other Government customers.

9. Foreign Items: No foreign items are awarded under this contract.

10. Normal Delivery Terms – As negotiated between Niche Associates and the Ordering Activity

10a. Expedited Delivery Terms: As Negotiated between Niche Associates and the Ordering Activity

10b. Overnight/2-Day Delivery Terms: As negotiated between Niche Associates and the Ordering Activity

10c. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

11. FOB Point: Destination

12. Ordering Address: Niche Associates, Inc.
Attn: GSA Orders
9672 South 700 East, Suite 100
Sandy, UT 84070

13. Payment Address: Niche Associates, Inc.
Attn: Accounts Receivable
9672 South 700 East, Suite 100
Sandy, UT 84070

14. Warranty/Guarantee Provisions: All services performed under this contract will be guaranteed to be completed in a satisfactory workmanlike manner as delineated with this Authorized FSS IT Schedule Pricelist.

15. Export Packing Charges: Export Packing is not offered under this contract.

16. List of Participating Dealers: Niche Associates does not authorize any participating dealers under this contract.

17. Environmental Attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):
Not Applicable

18. Section 508 Compliance: Contact Niche Associates for Section 508 compliance information. The EIT standards can be found at: <http://www.section508.gov>

19. Liability For Injury or Damage: The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

20. Data Universal Numbering System (DUNS) Number: 839274180

20a. Taxpayer Identification Number (TIN): 87-0520452

20b. Business Size: Small Business Concern

20c. CAGE Code: 1YM79

20d. Niche Associates is currently registered within the System for Award Management (SAM) database.

21. Trade Agreements Act of 1979, as Amended: All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

22. Ordering Procedures for Federal Supply Schedule Contracts: Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

23. Contractor Tasks/Special Requirements (C-FSS-370) (NOV 2003):

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

24. Contract Administration for Ordering Activities: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

25. GSA Advantage!: GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsaadvantage.gov>

26. Purchase of Open Market Items: Note: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

27. Contractor Commitments, Warranties and Representations:

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

28. Overseas Activities: The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

None

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

29. Blanket Purchase Agreements (BPAs): The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

30. Contractor Team Arrangements: Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

31. Installation, Deinstallation, Reinstallation: The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

32. Prime Contractor Ordering from Federal Supply Schedules: Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

33. Insurance- Work On A Government Installation (JAN 1997)(FAR 52.228-5):

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

34. Software Interoperability: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

35. Advance Payments: A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBERS 132-51, 132-51STLOC and 132-51RC)**

****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.***

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Numbers 132-51 and 132-51RC Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data - General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-

Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

IT PROFESSIONAL SERVICES RATES

SINs 132-51 and 132-51RC

| Skill (Labor) Category | GSA Schedule 70 Rate |
|--|----------------------------|
| <i>Core Work Group: Technical Writing</i> | |
| Junior Technical Writer / Editor | \$60.00 |
| Associate Technical Writer / Editor | \$68.00 |
| Technical Writer / Editor | \$72.50 |
| Senior Technical Writer / Editor | \$82.50 |
| Technical Advisor, Writer / Editor | \$85.00 |
| Senior Technical Advisor, Writer / Editor | \$90.00 |
| <i>Core Work Group: Graphic Design</i> | |
| Graphic Artist / Technical Illustrator 1 | \$77.50 |
| Graphic Artist / Technical Illustrator 2 | \$82.50 |
| Senior Designer / Graphic Artist / Technical Illustrator | \$90.00 |
| <i>Core Work Group: Writing/Training Program Management</i> | |

| | |
|--|----------|
| Client Manager, Training Project Manager | \$92.50 |
| Senior Client Manager, Training Program Manager | \$95.00 |
| Training Materials Production Manager | \$85.00 |
| Core Work Group: Instructional Design | |
| Instructional Designer | \$95.00 |
| Senior Instructional Designer | \$100.00 |
| Test Developer / Testing Administrator | \$105.00 |
| Senior Test Developer / Testing Administrator | \$110.00 |
| Instructional Technologist | \$102.50 |
| Senior Instructional Technologist | \$107.50 |
| Multimedia Specialist / Web Designer | \$90.00 |
| Senior Multimedia Specialist / Web Designer | \$97.50 |
| Senior Web Designer/Developer / Electronic Training Specialist | \$110.00 |
| Core Work Group: Administration | |
| Administrative Specialist / Accounting Manager | \$55.00 |
| Administrative Assistant | \$42.50 |
| Core Work Group: Application Programmers | |
| Junior Application Programmer | \$70.00 |
| Application Programmer | \$110.00 |
| Senior Application Programmer | \$130.00 |
| Core Work Group: Java Developers | |
| Junior Java Developer | \$70.00 |
| Java Developer | \$90.00 |
| Senior Java Developer | \$110.00 |
| Core Work Group: Database Development | |
| Database Developer | \$105.00 |
| Core Work Group: Software Architects & Engineers | |
| Software Architect | \$125.00 |
| Senior Software Architect | \$130.00 |
| Software Systems Engineer | \$110.00 |
| Senior Software Systems Engineer | \$125.00 |
| Core Work Group: Software & Business Consultants | |
| Associate Business Software Consultant | \$85.00 |
| Business Software Consultant | \$95.00 |
| Senior Business Software Consultant | \$100.00 |
| Core Work Group: Analysts | |
| Business Analyst | \$95.00 |
| Senior Business Analyst | \$100.00 |
| Data Analyst | \$87.50 |
| Senior Data Analyst | \$110.00 |
| Functional Analyst | \$85.00 |

| | |
|--|----------|
| Senior Functional Analyst | \$90.00 |
| Technical Analyst | \$105.00 |
| Senior Technical Analyst | \$110.00 |
| <i>Core Work Group: IT Project Management</i> | |
| Software Development Project Manager | \$110.00 |
| Senior Software Development Project Manager | \$120.00 |
| <i>Core Work Group: Quality Assurance</i> | |
| Software Quality Assurance Tester | \$90.00 |
| Software Quality Assurance Analyst | \$100.00 |
| Senior Software Quality Assurance Analyst | \$110.00 |
| <i>Core Work Group: IT Infrastructure Support</i> | |
| Computer Network Administrator | \$100.00 |
| Database Administrator | \$100.00 |
| <i>Core Work Group: Web Development</i> | |
| Web Designer / Developer (Programmer) | \$90.00 |
| HTML Developer / Web Specialist | \$90.00 |
| JavaScript Developer / Specialist | \$90.00 |
| Custom Internet Solution Developer / Consultant | \$100.00 |
| <i>Core Work Group: IT Administration</i> | |
| Software Development Publications Manager | \$95.00 |
| Software Development Administrative Support Specialist | \$50.00 |
| Software Development Graphics Support Specialist | \$85.00 |

Labor Category Descriptions

Junior Technical Writer / Editor

The Junior Technical Writer / Editor assists other writers in preparing technical documents such as technical reports, training manuals, user manuals, implementation guides, and hardware and software specifications. S/he is under the immediate, day-to-day direction of another writer. S/he researches and collects information from subject matter experts and other sources. S/he analyzes, interprets, and crosschecks information to ensure accuracy. S/he organizes information, determines optimum method of presentation, and creates content according to plan. S/he ensures that current style guidelines and applicable publications policies are followed in the preparation of all materials s/he produces. S/he ensures completed materials fulfill the specified purpose and scope. S/he responsible for the completeness, accuracy, and overall quality of all content in materials s/he produces.

Requirements: BA/BS, preferably in English, Communications, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. Formal technical writing experience not required. S/he must be computer literate at the user application level.

Associate Technical Writer / Editor

The Associate Technical Writer / Editor prepares technical documents such as technical reports, training manuals, user manuals, implementation guides, and hardware and software specifications under the immediate direction of a subject matter expert, technical advisor, or senior technical advisor. S/he researches and collects information from subject matter experts and other sources. S/he analyzes, interprets, and cross-checks information to ensure accuracy. S/he organizes information, determines optimum method of presentation, and creates content according to plan. S/he ensures that current style guidelines and applicable publications policies are followed in the preparation of all materials s/he produces. S/he ensures completed materials fulfill the specified purpose and scope. S/he is responsible for the completeness, accuracy, and overall quality of all content in materials s/he produces.

Requirements: BA/BS, preferably in English, Communications, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. One year of commercial technical writing experience or equivalent formal training at the college level required. S/he must be computer literate at the user application level.

Technical Writer / Editor

The Technical Writer / Editor prepares technical documents such as technical reports, training manuals, user manuals, implementation guides, and hardware and software specifications under the immediate direction of a subject matter expert, technical advisor, or senior technical advisor. S/he researches and collects information from subject matter experts and other sources. S/he analyzes, interprets, and cross-checks information to ensure accuracy. S/he organizes information, determines optimum method of presentation, and creates content according to plan. S/he ensures that current style guidelines and other applicable publications policies are followed in the preparation of all materials. S/he ensures completed materials fulfill the specified purpose and scope. S/he assists in reviewing materials prepared by other technical writers and recommends revisions. S/he assists in determining and supervising the production process for completed materials. S/he is responsible for the completeness, accuracy, and overall quality of all content in materials s/he produces.

Requirements: BA/BS, preferably in English, Communications, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. S/he must have two years of commercial experience in technical writing, or equivalent formal training. S/he must have Journeyman level experience in user applications. S/he must have a proven technical aptitude, based on work completed.

Senior Technical Writer / Editor

The Senior Technical Writer / Editor prepares and assists in supervising the production of technical documents such as technical reports, training manuals, user manuals, implementation guides, and hardware and software specifications under the direction of a subject matter expert. S/he researches and collects information from subject matter experts and other sources. S/he analyzes, interprets, and cross-checks information to ensure accuracy. S/he organizes information, determines optimum method of presentation, and creates content according to plan. S/he ensures that current style guidelines and other applicable publications policies are followed in the preparation of all materials. S/he ensures completed materials fulfill the specified purpose and scope. S/he reviews materials prepared by other technical writers and recommends revisions. S/he creates and manages style guides for specific projects. S/he assists in determining and supervising the production process for completed materials. S/he is

responsible for the completeness, accuracy, and overall quality of all content in materials s/he produces and of other materials assigned for review.

Requirements: BA/BS, preferably in English, Communications, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. S/he must have three years of commercial experience in technical writing, or equivalent formal training. S/he must be an expert in necessary user applications. S/he must have a proven technical aptitude, based on work completed.

Technical Advisor, Writer / Editor

The Technical Advisor, Writer / Editor prepares and supervises the production of technical documents such as technical reports, training manuals, user manuals, implementation guides, and hardware and software specifications according to customer specifications. S/he plans and supervises the preparation of technical documentation for an entire project and reports status to senior technical advisor. S/he researches and collects information from diverse sources and subject matter experts. S/he analyzes, interprets, and cross-checks information to ensure accuracy. S/he organizes information, determines optimum method of presentation, and creates content according to plan. S/he ensures that current style guidelines and other applicable publications policies are followed in the preparation of all materials. S/he ensures completed materials fulfill the specified purpose and scope. S/he reviews materials prepared by other technical writers and determines necessary revisions. S/he determines and supervises the production process for completed materials. S/he is responsible for the completeness, accuracy, and overall quality of all content in all project materials assigned for review. S/he trains associate writer/editors and writer/editors, and acts as a technical resource to staff.

Requirements: BA/BS, preferably in English, Communications, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. S/he must have four years of commercial experience in technical writing, or equivalent formal training. S/he must be an expert in necessary user applications. S/he must have a proven technical aptitude, based on work completed.

Senior Technical Advisor, Writer / Editor

The Senior Technical Advisor, Writer / Editor supervises the preparation of technical documentation for an entire project. S/he ensures that proper research is conducted and information is collected from all useful sources and subject matter experts. S/he analyzes, interprets, and cross-checks information to ensure accuracy. S/he plans the entire documentation effort, oversees information organization, determines optimum method of presentation, and ensures that content is created according to plan. S/he ensures that current style guidelines and other applicable publications policies are followed in the preparation of all materials. S/he ensures completed materials fulfill the specified purpose and scope. S/he oversees review of all materials prepared and determines necessary revisions to the documentation plan and individual materials. S/he oversees the production process for all completed materials. S/he is responsible for the completeness, accuracy, and overall quality of all content in all project materials. S/he trains associate writer/editors and writer/editors, and acts as a technical resource to staff.

Requirements: BA/BS, preferably in English, Communications, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. S/he must have five years of broad commercial experience in technical writing, or equivalent formal training. S/he must be an expert in necessary user applications. S/he must have a proven technical aptitude, based on work completed.

Graphic Artist / Technical Illustrator 1

The Graphic Artist / Technical Illustrator 1 will develop graphic components for courseware and product documentation, under the direction of a senior designer, course designer, or an experienced technical writer. S/he will produce line drawings, hardware and software illustrations, logos, and other static graphics. S/he must also be able to create and implement moderately complex Web designs.

Requirements: A two-year degree, or three years of commercial experience. This position requires education and/or experience in graphic design, illustration, or a related field. S/he must be computer literate at the user application level. S/he must also possess commercial level proficiency in either Adobe Illustrator or Adobe Photoshop and in one commercial publishing program such as FrameMaker, Quark Express, or Pagemaker.

Graphic Artist / Technical Illustrator 2

The Graphic Artist / Technical Illustrator 2 will develop complex graphic components for courseware and product documentation, and will work on a peer level with other senior designers, course designers, and experienced technical writers. S/he must be able to create and implement very complex Web designs.

Requirements: A two-year degree and one year of commercial experience, or three years of commercial experience. This position requires education and/or experience in graphic design, illustration, or a related field. S/he must be computer literate at the user application level. S/he must also possess commercial level proficiency in both Adobe Illustrator and Adobe Photoshop and in two commercial publishing programs such as FrameMaker, Quark Express, or Pagemaker. S/he must also have a journeyman's proficiency in one commercial web design tool such as Macromedia Flash.

Senior Designer / Graphic Artist / Technical Illustrator

The Senior Designer / Graphic Artist / Creative Director will independently develop graphic components for courseware and product documentation, and will advise course designers, technical writers, and clients on effective use of graphic design and Web design. S/he must be able to create and implement very complex Web designs, including complex graphic animations. The S/he will review the work of all other levels of graphic / Web designers.

Requirements: A two-year degree and two years of commercial experience, or four years of commercial experience. This position requires formal education or significant experience in high-level, complex graphic design. S/he must be fully computer literate at the user application level and must have commercial level proficiency in both Adobe Illustrator and Adobe Photoshop and in two commercial publishing programs such as FrameMaker, Quark Express, or Pagemaker. S/he must also have at least one year of experience producing complex animations or complex HTML / dynamic Web pages. S/he must have an expert level of proficiency in several commercial graphic design and web design tools.

Client Manager, Training Project Manager

The Client Manager, Training Project Manager oversees all aspects of a project. S/he is responsible for planning, resource allocation, timeliness, and quality. S/he serves as the client liaison throughout the project and is responsible for the day-to-day management of all work performed for the project. S/he will evaluate staff performance and is responsible for satisfactory completion of all aspects of the project.

Requirements: BA/BS with three years project management experience or MA/MS with two years project management experience.

Senior Client Manager, Training Project Manager

The Senior Client Manager, Training Project Manager oversees all aspects of one or more projects. S/he supervises other project managers and is responsible for supervising the planning, resource allocation, timeliness, and quality produced on one or more projects. S/he serves as a high-level client liaison throughout the project, regularly checking on client satisfaction and ensuring excellent project management. S/he is responsible for ensuring excellent performance in the day-to-day management of all work performed for all assigned projects. S/he must evaluate staff performance and is responsible for satisfactory completion of all aspects of all assigned projects.

Requirements: BA/BS with five years project management experience or MA/MS with three years project management experience.

Instructional Designer

The Instructional Designer helps define target audiences; conduct needs assessments; perform assessment analyses and task analyses; and determine training requirements. S/he also helps to develop curriculum, including learning objectives. S/he helps create course blueprints, supervise creation of content, and create the instructional design plan for projects. S/he also assists in selecting methods and components for delivering various types of content. S/he develops courseware, including lesson plans, student guides, instructor guides, user manuals, and tests. S/he assists in evaluating and validating completed instructional materials.

Requirements: MA/MS in instructional design and one year of commercial experience; or BA/BS with formal training in instructional design and two years of commercial experience; or BA/BS and three years on-the-job experience in instructional design. S/he is knowledgeable in the areas of multimedia creation and use, on-line learning, web-based instruction, testing, and knowledge databases. S/he is knowledgeable about ISD models and emerging instructional theories and technologies. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test.

Senior Instructional Designer

The Senior Instructional Designer defines the target audience; conducts needs assessments; performs assessment analyses and task analyses; determines training requirements; develops curriculum, including learning objectives; creates course blueprints; and supervises creation of content. S/he supervises all instructional design for the project. S/he develops an instructional design plan and ensures that an approved instructional design methodology is used during curriculum development. S/he selects methods and components for delivering various types of content. S/he oversees development of courseware, including lesson plans, student guides, instructor guides, user manuals, and tests and performs the final evaluation and validation of completed instructional materials.

Requirements: MA/MS in instructional design and two years commercial experience; or BA/BS with formal training in instructional design and three years of commercial experience; or BA/BS and four years on-the-job experience in instructional design. S/he must have an expert level knowledge in the areas of multimedia creation and use, on-line learning, web-based instruction, testing, and knowledge databases. S/he must be knowledgeable about ISD models and emerging

instructional theories and technologies. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test.

Test Developer / Test Administrator

The Test Developer / Test Administrator develops and administers test items for the curriculum based on the learning objectives, course blueprints; and final content and assists in validating test items. S/he assists in supervising the development of test items for all content. S/he helps supervise evaluation and validation of test items using accepted psychometric principles. S/he supervises provided testing services such as testing administered at client sites, including trainer testing; test correction and scoring; and compilation and reporting of testing results.

Requirements: MA/MS in instructional design, with two years commercial experience in instructional design, and one year of experience in test development; or BA/BS with formal training in instructional design, two years of commercial experience, and one year of experience in test development; or BA/BS, three years on-the-job experience in instructional design, and one year of commercial experience in test development. S/he must be formally trained in Psychometrics, the science of creating valid learning assessments. S/he must be knowledgeable about ISD models and emerging instructional theories and technologies. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test.

Senior Test Developer / Test Administrator

The Senior Test Developer / Test Administrator supervises development and administration of test items for the curriculum, based on the learning objectives, course blueprints; and final content. S/he oversees development of test items for all content. S/he supervises evaluation and validation of test items by accepted psychometric principles. S/he supervises provided testing services such as testing administered at client sites, including trainer testing; test correction and scoring; and compilation and reporting of testing results.

Requirements: MA/MS in instructional design, with three years commercial experience in instructional design, and one year of experience in test development; or BA/BS with formal training in instructional design, three years of commercial experience, and one year of experience in test development; or BA/BS, four years on-the-job experience in instructional design, and two years of commercial experience in test development. S/he must have one year of supervisory experience in instructional design. S/he must be formally trained and certified in Psychometrics, the science of creating valid learning assessments. S/he must be knowledgeable about ISD models and emerging instructional theories and technologies. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test.

Instructional Technologist

The Instructional Technologist selects a technical method and technical components for delivering various types of training content. S/he applies specialized knowledge to conceptualize, design, construct, test and implement content delivery methods and systems. S/he advises client representatives to ensure content delivery solutions meet customer needs and expectations. S/he independently confirms and prioritizes project plans and deliverables. S/he stays current on emerging content delivery tools, techniques, and technologies. S/he independently prepares technical delivery plans, and conducts needs assessments and other analyses. S/he independently develops curriculum, create course blueprints, and content. S/he

develops courseware, including lesson plans, student guides, instructor guides, user manuals, and tests. S/he independently evaluates and validates instructional materials.

Requirements: MA/MS in instructional technology and one year of commercial experience; or BA/BS with formal training in instructional technology and two years of commercial experience; or BA/BS and three years on-the-job experience in instructional technology; or four years on-the-job experience and other formal training in instructional technology. S/he must have an expert knowledge in the technologies underlying on-line learning, web-based instruction, other types of electronic instruction, testing, and knowledge databases. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test.

Senior Instructional Technologist

The Senior Instructional Technologist supervises the selection of a technical method and technical components for delivering various types of content. S/he applies specialized knowledge to supervise the conceptualization, design, construction, testing, and implementation of content delivery methods and systems. S/he supervises interaction with the end-user client to ensure that training needs are properly understood, based on the organization's business strategy and direction. S/he oversees collaboration with client representatives to ensure content delivery solutions meet customer needs and expectations. S/he supervises instructional technologists in their technical management of projects. S/he maintains supervisory-level knowledge of emerging content delivery tools, techniques and technologies.

S/he supervises the preparation of technical delivery plans. S/he supervises junior technologists in defining the target audience; conducting needs assessments; performing assessment analyses and task analyses, and determining training requirements. S/he authorizes implementation of suggested delivery methods. S/he supervises curriculum development, including learning objectives, course blueprints, and content creation. S/he oversees development of courseware, including lesson plans, student guides, instructor guides, user manuals, and tests. S/he supervises evaluation and validation of chosen content delivery methods and systems. S/he supervises creation of the plan for the form of instructional materials and approves the final plan.

Requirements: MA/MS in instructional technology and two years commercial experience; or BA/BS with formal training in instructional technology and three years of commercial experience; or BA/BS and four years on-the-job experience in instructional technology; or five years of on-the- job experience and other formal training in instructional technology. One year of supervisory experience in instructional technology. S/he is an expert in instructional technology, with an expert knowledge of ISD models, multimedia creation and use, on-line learning, web-based instruction, testing, and knowledge databases. S/he is experienced in developing an instructional design plan and in ensuring that an acceptable instructional design methodology is used during curriculum development. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test.

Multimedia Specialist / Web Designer

The Multimedia Specialist / Web Designer independently develops individual and multimedia components for online courseware and product documentation, including complex animations, HTML / dynamic Web pages, and digital video.

Requirements: A two-year degree or equivalent formal training and two years of commercial experience, or three years of commercial experience. S/he must have experience in HTML / dynamic Web page coding, or creation of animations or digital video. S/he must have commercial level proficiency in both Adobe Illustrator and Adobe Photoshop. S/he must have a journeyman's proficiency in multiple commercial Web tools, such as Macromedia Flash and Dreamweaver.

Senior Multimedia Specialist / Web Designer

The Senior Multimedia Specialist / Web Designer supervises the multimedia development team. S/he plans multimedia presentations and advises project managers, instructional designers, and other team members on multimedia use within the project. S/he supervises the development of multimedia components for courseware and product documentation, including complex animations, digital video, and HTML/dynamic Web pages. S/he supervises the planning and creation of complex Web sites.

Requirements: A two-year degree or equivalent formal training and three years of commercial experience, or four years of commercial experience. S/he must have formal education in graphic design, Web design, illustration, or a related field. S/he must have significant experience in HTML/dynamic Web page coding, or creation of animations or digital video. S/he must have commercial level proficiency in both Adobe Illustrator and Adobe Photoshop and in multiple commercial publishing programs such as FrameMaker, Quark Express, and Pagemaker. S/he must have an expert level proficiency in one commercial Web tool such as Macromedia Flash or Dreamweaver.

Senior Web Developer/Electronic Training Specialist

The Senior Web Developer / Electronic Training Specialist creates the conceptual, technical, and user-interface design of Web sites and online training sites and portals. S/he assists Custom Internet Solutions Consultants in working with clients to define the functional and technical requirements for Web sites and online training sites and portals. S/he provides technical expertise to Custom internet Solutions Consultants in specific design areas. S/he uses expertise to combines technologies such as HTML, JavaScript, ASP.net, Macromedia Flash, SQL, other database standards, and other Web programming and support technologies to create "integrated best-solution" Web sites and portals for delivery of training content. S/he is proficient in the use of many commercial Web design tools. S/he develops and produces web-based interfaces (conception, design, development, and implementation). S/he supervises the designing, coding, and testing of content delivery Web sites and portals.

Requirements A two-year degree or equivalent formal training and four years of commercial experience, or five years of commercial experience. S/he must have formal education in graphic design, Web design, illustration, or a related field. S/he must have significant experience in HTML/dynamic Web page coding, or creation of animations or digital video. S/he must have commercial level proficiency in both Adobe Illustrator and Adobe Photoshop and in multiple commercial publishing programs such as FrameMaker, Quark Express, and Pagemaker. S/he must have an expert level proficiency in one commercial Web tool such as Macromedia Flash or Dreamweaver.

Administrative Specialist / Accounting Manager

The Administrative Specialist / Accounting Manager provides general administrative and accounting support for project team members. S/he produces reports, maintains project records, requisitions supplies, and manages other administrative tasks. S/he supervises other administrative personnel.

Requirements: AS/AS degree, preferably in Business or Accounting, and a minimum of three years of experience in accounting or office administration. Six years of experience may be substituted for degree requirements.

Administrative Assistant

The Administrative Assistant provides general administrative support for managers and project team members. Produces reports, maintains project records, and maintains required supplies under the supervision of a higher level manager.

Requirements: AS/AS degree, preferably in Business or Accounting, and a minimum of one year of work experience in accounting, office administration, or Web or print publishing.

Junior Application Programmer

The Junior Application Programmer assists higher-level programmers in developing customized software solutions based on pre-defined software requirements. S/he works under the daily direction of a higher-level developer. S/he codes and tests portions of custom applications. S/he helps resolve software engineering problems. S/he understands and applies appropriate software development techniques, including a state-of-the-art life cycle methodology.

Requirements: BS in Computer Science or Information Management and one year of commercial programming experience, or MS in Computer Science or Information Management. S/he is proficient in at least one commercial programming platform or language such as C#, .NET, Java, C++.

Application Programmer

The Application Programmer develops customized software solutions based on pre-defined software requirements. S/he codes, tests, and finalizes portions of the distribution version of complex software applications. S/he resolves software engineering problems. S/he helps design, code, and test portions of software solutions. S/he helps apply appropriate software development techniques, including a state-of-the-art life cycle methodology.

Requirements: BS in Computer Science or Information Management and two years of commercial programming experience, or MS in Computer Science or Information Management and one year of complex commercial programming experience, or four years of complex commercial programming experience. S/he is proficient in at least one commercial programming platform or language such as C#, .NET, Java, C++.

Senior Application Programmer

The Senior Application Programmer supervises the design and development of customized software solutions based on pre-defined software requirements. S/he helps define the scope of assigned projects and project deliverables. S/he helps direct coding and testing. S/he supervises completion of the distribution version of complex software applications. S/he independently resolves or directs others in resolving complex software engineering problems. S/he conceptualizes, designs, constructs, and tests portions of software solutions by applying appropriate software development techniques, including a state-of-the-art life cycle methodology.

Requirements: BS in Computer Science or Information Management and three years of commercial programming experience, or MS in Computer Science or Information Management and two years of complex commercial programming experience, or six years of complex commercial programming experience. S/he is proficient in at least one commercial programming platform or language such as C#, .NET, Java, C++.

Junior Java Developer

The Junior Java Developer assists higher-level programmers in developing customized software solutions in the Java programming language based on pre-defined software requirements. S/he works under the daily direction of another Java developer. S/he writes code and tests portions of Java applications. S/he helps resolve software engineering problems. Understands and applies appropriate software development techniques, including a state-of-the-art life cycle methodology.

Requirements: BS in Computer Science or Information Management and one year of commercial programming experience in Java, or MS in Computer Science or Information Management, or three years of commercial programming experience in Java. S/he must have a demonstrated proficiency in the Java programming language.

Java Developer

The Java Developer develops customized software solutions in the Java programming language based on pre-defined software requirements. S/he codes, tests, and finalizes the distribution version of complex Java applications. S/he helps resolve software engineering problems. S/he conceptualizes, designs, constructs, and tests portions of Java solutions by applying appropriate software development techniques, including a state-of-the-art life cycle methodology.

Requirements: BS in Computer Science or Information Management and two years of commercial programming experience in Java, or MS in Computer Science or Information Management and one year of complex commercial Java programming experience, or four years of commercial programming experience in Java. S/he must demonstrate proficiency in the Java programming language.

Senior Java Developer

The Senior Java Developer supervises the design and development of customized Java solutions based on pre-defined software requirements. S/he helps define the scope of assigned projects and project deliverables. S/he develops Java code and tests applications. S/he helps direct coding and testing of complex Java applications. S/he supervises completion of the distribution version of complex Java applications. S/he independently resolves or directs others

in resolving complex software engineering problems. S/he conceptualizes, designs, constructs, and tests portions of Java solutions by applying appropriate software development techniques, including a state-of-the-art life cycle methodology.

Requirements: BS in Computer Science or Information Management and four years of commercial programming experience in Java, or MS in Computer Science or Information Management and two years of complex commercial Java programming experience, or five years of commercial programming experience in Java. S/he must demonstrate proficiency in the Java programming language.

Database Developer

The Database Developer applies pre-existing, specialized knowledge to design the database portion of complex software solutions. S/he reviews system and user requirements and programming designs to ensure efficient design of databases. S/he develops the database portion of software solutions based on a written requirements specification. S/he codes, tests, and helps finalize the distribution version of complex software applications. S/he resolves complex database design and implementation problems. S/he conceptualizes, designs, constructs, and tests the database portions of software solutions by applying appropriate software development techniques, including a state-of-the-art life cycle methodology. S/he designs, codes, and tests database architectures. S/he participates in database design and performance evaluation reviews. S/he advises other developers concerning database development issues.

Requirements: BS in Computer Science or Information Management and five years of commercial programming experience designing complex database solutions, or MS in Computer Science or Information Management and three years of commercial programming experience designing complex database solutions, or seven years of high-level programming experience designing complex database solutions. S/he must be an expert in one or more database formats such as SQL and Oracle, and one or more complex commercial programming languages such as C#, Java, or C++.

Software Architect

The Software Architect conceptualizes, designs, constructs, tests, and implements the overall architecture of software solutions by applying appropriate software development techniques, including a state-of-the-art life cycle methodology.

S/he designs customized software solutions for a specific client's business problems. S/he helps supervise the coding, testing, and implementation of complex software applications. S/he resolves, or assists others in resolving, complex software engineering problems. S/he interacts with business software consultants, business analysts, and client staff as necessary to help define system requirements and priorities. S/he helps supervise the software development process to ensure that it produces an effective solution in the most cost effective manner.

S/he helps define the scope of assigned projects, and the deliverables. S/he collaborates with other software architects to analyze requirements and ensure that identified solutions will meet customer needs and expectations. S/he stays current on emerging software development technologies, tools, and techniques and incorporates new technologies, tools, and techniques to improve development efficiency and software quality.

Requirements: BS in Computer Science, Information Management, or applicable technical field and three years of commercial programming experience designing complex software solutions, or MS in Computer Science, Information Management, or applicable technical field and two years of experience, or six years of commercial programming experience designing complex software solutions in an applicable technical field. S/he must be proficient in a commercial programming language or platform such as C#, .NET, Java and C++.

Senior Software Architect

The Senior Software Architect supervises the design, construction, testing, and implementation of an overall architecture for software solutions. S/he provides senior level software engineering expertise to complex software development projects.

S/he applies state-of-the-art application development techniques and uses knowledge of multiple application development languages to solve technical problems. S/he leads the technical design of software architectures and customized software solutions.

S/he resolves, or assists others in resolving, complex software engineering problems. S/he supervises the coordination of all assigned projects with other parallel development projects to ensure compatibility and effective integration. S/he interacts with business software consultants and analysts as necessary to refine system requirements and priorities. S/he stays current on emerging software development technologies, tools, and techniques and incorporates new technologies, tools, and techniques to improve development efficiency and software quality.

Requirements: BS in Computer Science, Information Management, or applicable technical field and six years of commercial programming experience designing complex software solutions, or MS in Computer Science, Information Management, or applicable technical field and four years of experience, or ten years of commercial programming experience designing complex software solutions in an applicable technical field. S/he must have expert level proficiency in a commercial programming language or platform such as C#, .NET, Java and C++.

Software Systems Engineer

The Software Systems Engineer develops and implements new software systems and subsystems under the supervision of senior software engineers. S/he maintains existing software systems, including operating systems. S/he plans, codes, tests, and implements enhancements to software systems. S/he resolves software systems problems. S/he monitors system performance against established standards and applies expert knowledge to improve the overall efficiency of software systems. S/he designs, codes, and tests both manual and automated systems software maintenance tools.

Requirements: BS in Computer Science, Information Management, or applicable technical field and two years of programming experience designing complex systems software solutions, or MS in Computer Science, Information Management, or applicable technical field and one year of programming experience designing complex systems software solutions, or four years of programming experience designing complex systems software solutions in an applicable technical field. S/he must be proficient in a commercial programming language such as Java, C++, C#, MUMPS, M, Assembly, etc.

Senior Software Systems Engineer

The Senior Software Systems Engineer provides technical leadership and specialized expertise within multiple software systems and software disciplines, particularly operating systems. S/he provides leadership in systems application development. S/he applies knowledge of multiple software development languages. S/he helps set system performance standards. S/he performs in-depth analysis of systems software, including complex problem resolution. S/he helps plan enhancements to software systems. S/he helps direct coding, testing, and implementation of software system enhancements. S/he develops code and tests software systems and subsystems. S/he helps plan new software products and the conversion from old systems to new.

Requirements: BS in Computer Science, Information Management, or applicable technical field and four years of programming experience designing complex systems software solutions, or MS in Computer Science, Information Management, or applicable technical field and two years of programming experience designing complex systems software solutions, or six years of programming experience designing complex systems software solutions in an applicable technical field. S/he must be proficient in a commercial programming language such as Java, C++, C#, MUMPS, M, Assembly, etc.

Associate Business Software Consultant

The Associate Business Software Consultant researches to obtain specialized knowledge of typical business operations within a specific type of business. S/he plans, schedules, and leads information gathering sessions with clients and industry groups. S/he organizes and analyzes data gained and presents findings, with recommendations, to a Business Software Consultant or other supervisor leading the research phase. S/he helps apply the knowledge gained from the research to make recommendations concerning a customized software solution for the specific client's business problems.

Requirements: BA or BS, in Information Management, Business, English, Communications, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. S/he must have one year of related customer-interface experience. S/he must have a proven technical aptitude, based on work completed. S/he must be an expert in necessary user applications.

Business Software Consultant

The Business Software Consultant directs research efforts to obtain specialized knowledge of typical business operations within a specific type of business. S/he performs research. S/he directs the analysis of data gained from the research. S/he applies knowledge gained from the research, pre-existing, specialized knowledge of business operations common to a specific business type, and knowledge of general business improvement theories and practices to recommend customized software solutions to a specific client's business problems. S/he documents business requirements and high-level project deliverables in a business requirements document. S/he works with the Niche technical staff and the client staff to help translate the business requirements document into a finished software requirements document. S/he works with the Niche and client technical staff to ensure a smooth transition as the software development project is handed off to the technical staff. S/he communicates with the client throughout the project to ensure that changes in business needs are understood and fully considered throughout the development process. S/he develops, maintains and extends business relationships with clients. S/he provides client relations guidance to technical project leaders.

Requirements: BA or BS, in Information Management, Business, English, Communications, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. S/he must have one year of related customer-interface experience. S/he must have a proven technical aptitude, based on work completed. S/he must be an expert in necessary user applications. S/he must have one year of on-the-job training, or equivalent formal training, in a specific area of technical expertise such as software development, software testing, software usability, hardware testing, database or data storage design and use, data repository design, computer networking, hydrology, civil engineering, oil and gas exploration and drilling, etc.

Senior Business Software Consultant

The Senior Business Software Consultant provides thought leadership in the business application of technology. S/he directs and advises other Business Software Consultants. S/he applies pre-existing, specialized knowledge of business operations common to a specific business type, and extensive knowledge of general business improvement theories and practices to recommend customized software development solutions to meet a specific client's business needs. S/he advises other Business Software Consultants and their client's to help initiate the software development process. S/he develops, maintains and extends business relationships with clients at top levels. S/he provides client relations guidance to technical project leaders.

Requirements: BA or BS, in Information Management, Business, English, Communications, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. S/he must have three years of customer-interface experience. S/he must have a proven technical aptitude, based on work completed. S/he must be an expert in necessary user applications. S/he must have two years of on-the-job training, or equivalent formal training, in a specific area of technical expertise such as software development, software testing, software usability, hardware testing, database or data storage design and use, data repository design, computer networking, hydrology, civil engineering, oil and gas exploration and drilling, etc.

Business Analyst

The Business Analyst researches to identify trends within a specific industry or business type. S/he applies specialized knowledge of business operations common to a specific industry or business type to anticipate business problems that will arise for that industry or business type. S/he applies knowledge of general business improvement theories and practices to recommend necessary changes to general business operations and processes within an industry or business type. S/he works with clients in the industry or business type to ensure early and rapid adoption of necessary changes. S/he coordinates with technical staff of all clients to support the development, enhancement, and maintenance of software products and services necessary to implement the required changes in general business operations and processes. S/he works with technical staff to apply knowledge of a client's business and industry to develop specific software solutions for that client. S/he advises clients on methods to improve business processes.

Requirements: BA or BS, in Information Management, Business, English, Communications, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. S/he must have one year of customer-interface experience. S/he must have a proven technical aptitude, based on work completed. S/he must be an expert in necessary user applications. S/he must have one year of experience working within a specific industry or

business type. S/he must have knowledge in a specific technical area such as software development, software testing, software usability, hardware testing, database or data storage design and use, data repository design, computer networking, hydrology, civil engineering, oil and gas exploration and drilling, etc.

Senior Business Analyst

The Senior Business Analyst supervises research to identify trends within a specific industry or business type. S/he applies specialized knowledge of business operations common to a specific industry or business type to anticipate business problems that will arise for that industry or business type. S/he applies knowledge of general business improvement theories and practices to recommend necessary changes to general business operations and processes within an industry or business type. S/he works with clients in the industry or business type to ensure early and rapid adoption of necessary changes. S/he coordinates with technical staff of all clients to support the development, enhancement, and maintenance of software products and services necessary to implement the required changes in general business operations and processes. S/he directs other business analysts in applying knowledge of a client's business and industry to develop specific software solutions for that client. S/he advises clients on methods to improve business processes.

Requirements: BA or BS, in Information Management, Business, English, Communications, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. S/he must have three years of customer-interface experience. S/he must have a proven technical aptitude, based on work completed. S/he must be an expert in necessary user applications. S/he must have three years of experience working within a specific industry or business type. S/he must be an expert knowledge in a specific technical area such as software development, software testing, software usability, hardware testing, database or data storage design and use, data repository design, computer networking, hydrology, civil engineering, oil and gas exploration and drilling, etc.

Data Analyst

The Data Analyst assists in designing data models based upon well-defined business requirements. S/he works with higher-level data analysts to understand the business processes and data needs of the customer.

Requirements: BA or BS, in Mathematics, Statistics, Informatics, Information Management, Business, English, Communications, or in a technical field.

Senior Data Analyst

The Senior Data Analyst designs data models based upon well-defined business requirements. S/he works with the client to understand the client's business processes and data needs. S/he provides guidance and assistance for other data analysts.

Requirements: BA or BS, in Mathematics, Statistics, Informatics, Information Management, Business, English, Communications, or in a technical field. S/he must have two years of experience as a Data Analyst.

Functional Analyst

The Functional Analyst assists in the software development process by applying specific expertise to analyze pre-defined client needs. S/he performs functional analysis to identify required tasks and their interrelationships. S/he documents functional and cross-functional requirements. S/he creates processes, procedures, and requirements documentation. S/he advises team members and peers on matters connected with his/her area of expertise. S/he prepares reports, specifications, training materials, or other necessary technical documents in the area of expertise. S/he researches and collects information from diverse sources and subject matter experts. S/he analyzes, interprets, and cross-checks information to ensure accuracy. S/he organizes information, determines optimum method of presentation, and creates content. S/he ensures that current style guidelines and applicable publications policies are followed in the preparation of all materials. S/he ensures completed materials fulfill the specified purpose and scope. S/he is responsible for the completeness, accuracy, and overall quality of all content in materials s/he produces.

Requirements: BA/BS, preferably in English, Communications, Business, Information Management, Mathematics, Statistics, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. S/he must have two years of commercial experience. S/he must have a proven technical aptitude, based on work completed. S/he must be an expert in necessary user applications. S/he must have one year of concentrated on-the-job training, or equivalent formal training, in a specific area of technical expertise such as software development, software testing, software usability, hardware testing, database or data storage design and use, repository system design, computer networking, hydrology, civil engineering, oil and gas exploration and drilling, etc.

Senior Functional Analyst

The Senior Functional Analyst assists in the software development process by supervising the analysis of pre-defined client needs to determine functional and cross-functional requirements. S/he creates processes, procedures, and documentation in a specific area of expertise. S/he reviews functional analysis to verify correct identification of required tasks and their interrelationships. S/he monitors project matters connected with the area of expertise and provides on-going advice to the project manager and team members. S/he prepares reports, specifications, training materials, or other necessary technical documents in the area of expertise and supervises others in these activities. S/he researches and collects information from diverse sources and subject matter experts and supervises others in these activities. S/he analyzes, interprets, and checks information to ensure accuracy. S/he organizes information, determines optimum method of presentation, and creates content and supervises others in these activities. S/he ensures that current style guidelines and other applicable publications policies are followed in the preparation of all materials. S/he ensures completed materials fulfill the specified purpose and scope. S/he is responsible for the completeness, accuracy, and overall quality of all content in materials produced by all supervised staff.

Requirements: BA/BS, preferably in English, Communications, Business, Information Management, Mathematics, Statistics, or in a technical field. S/he must demonstrate impeccable writing and editing skills on the Niche editing/writing test. S/he must have three years of commercial experience. S/he must have a proven technical aptitude, based on work completed. S/he must be an expert in necessary user applications. S/he must have two years of concentrated on-the-job training, or equivalent formal training, in a specific area of technical expertise such as software development, software testing, software usability, hardware testing, database or data storage design and use, repository system design, computer networking, hydrology, civil engineering, oil and gas exploration and drilling, etc.

Technical Analyst

The Technical Analyst assists in the software development process by helping define client needs and translating client needs into software requirements. S/he works with software end-users and potential end-users to gather, analyze, and document end-user requirements. S/he analyzes and organizes information gained from end-users. S/he applies knowledge gained from end-user research to recommend customized software solutions to a specific client's business problems. S/he works with other technical staff to ensure end-user requirements are defined in the software requirements. S/he communicates with end-users throughout the development process to ensure that changes in end-user requirements are understood. S/he works with technical staff throughout the project to ensure end-user requirements are met.

Requirements: BS degree in Information Management, Computer Science, Business, or related field. S/he must have experience working with end-users gathering, analyzing, and documenting software requirements. S/he must be competent in high-level system modeling. S/he must have experience with a modeling system such as UML modeling. S/he must have an understanding of iterative development and experience using an Iterative Development Lifecycle process, such as the Rational Unified Process. S/he must have two years experience in object-oriented software design and development. S/he must have knowledge of one of more object-oriented development languages, such as C#, Java and C++. S/he must have excellent oral and written communications skills. S/he must have strong analytical skills.

Senior Technical Analyst

The Senior Technical Analyst assists in the software development process by helping define client needs and translating client needs into software requirements. S/he works with software end-users and potential end-users to gather, analyze, and document end-user requirements. S/he analyzes and organizes information gained from end-users. S/he applies knowledge gained from end-user research to recommend customized software solutions to a specific client's business problems. S/he works with other technical staff to ensure end-user requirements are defined in the software requirements. S/he communicates with end-users throughout the development process to ensure that changes in end-user requirements are understood. S/he works with technical staff throughout the project to ensure end-user requirements are met.

Requirements: BS degree in Information Management, Computer Science, Business, or related field. S/he must have three years of experience working with end-users gathering, analyzing, and documenting software requirements. S/he must be competent in high-level system modeling. S/he must have two years of experience with a modeling system such as UML modeling. S/he must have an understanding of iterative development. S/he must have two years of experience using an Iterative Development Lifecycle process, such as the Rational Unified Process. S/he must have two years experience in object-oriented software design and development. S/he must have a knowledge of one of more object-oriented development languages, such as C#, Java and C++. S/he must have excellent oral and written communications skills. S/he must have strong analytical skills.

Software Development Project Manager

The Software Developer Project Manager plans and directs all aspects of complex software development projects. S/he performs day-to-day, hands-on management of assigned projects.

S/he participates in defining end-user requirements, underlying technical requirements, and project scope. S/he participates in reviewing and approving requirements. S/he creates a project development plan. S/he establishes a project development schedule and monitors development progress against the schedule. S/he creates a cost estimate for the project, establishes an operational budget, and monitors development progress to ensure costs stay within budget. Establishes project staffing requirements and creates a staffing plan for the project. S/he defines the most practical, cost effective method of obtaining required staff resources. S/he works with senior technical staff to assign staff and other project resources. S/he establishes and disseminates project security requirements and instructions for maintaining project security. S/he works with the project's quality assurance team to establish a quality specification and to ensure that all quality requirements are met. S/he formulates contingency plans for the project to account for the possibility of unavoidable schedule revisions, manpower adjustments, and budget reallocations. S/he participates in strategic planning as the lead member of the project planning team. S/he ensures on-schedule delivery of all project deliverables. S/he serves as the main client liaison throughout each assigned project. S/he evaluates staff performance. S/he applies software development metrics to quantitatively monitor performance. S/he ensures satisfactory completion of all aspects of the project.

Requirements: BA/BS in Computer Science or Information Management with three years of complex project management experience or MA/MS in Computer Science or Information Management with two years of complex project management experience, or seven years of complex project management experience. S/he must be proficient with project management tools and with at least one commercial project-scheduling tool.

Senior Software Development Project Manager

The Senior Software Development Project Manager plans and directs all aspects of complex software development projects and supervises other project managers. S/he performs day-to-day, hands-on management of assigned projects.

S/he participates in defining end-user requirements, underlying technical requirements, and project scope. S/he participates in reviewing and approving requirements. S/he creates a project development plan. S/he establishes a project development schedule and monitors development progress against the schedule. S/he creates a cost estimate for the project, establishes an operational budget, and monitors development progress to ensure costs stay within budget. S/he establishes project staffing requirements and creates a staffing plan for the project. S/he defines the most practical, cost effective method of obtaining required staff resources. S/he works with senior technical staff to assign staff and other project resources. S/he establishes and disseminates project security requirements and instructions for maintaining project security. S/he works with the project's quality assurance team to establish a quality specification and to ensure that all quality requirements are met. S/he formulates contingency plans for the project to account for the possibility of unavoidable schedule revisions, manpower adjustments, and budget reallocations. S/he participates in strategic planning as the lead member of the project planning team. S/he ensures on-schedule delivery of all project deliverables. S/he serves as the main client liaison throughout each assigned project. S/he evaluates staff performance. S/he applies software development metrics to quantitatively monitor performance. S/he ensures satisfactory completion of all aspects of the project.

Requirements: BA/BS in Computer Science or Information Management with five years of complex project management experience, or MA/MS in Computer Science or Information Management with three years of complex project management experience, or nine years of complex project management experience. S/he must have an expert level proficiency with project management tools and with at least one commercial project-scheduling tool.

Software Quality Assurance Tester

The Software Quality Assurance Tester works with other test team members to accomplish specific testing tasks. S/he assists in developing and maintaining test beds and test cases. S/he performs quality testing as directed. S/he creates and executes automated test scripts. S/he isolates defects and submits software defect reports to document individual defects. S/he suggests improvements to testing processes and procedures. S/he reports testing progress as directed.

Required Skills and Qualifications: AS degree in a technical field and two years of experience in software QA, or BS/BA in Computer Science, Engineering, Informatics, Information Management, or related field, with one year of experience in software QA. S/he must have an understanding of software quality assurance methods. S/he must have experience with day-to-day software testing. S/he must have experience with automated testing tools preferred. S/he must have experience maintaining and updating software test environments and installing new software releases. S/he must have a demonstrated competency in basic software testing.

Software Quality Assurance Analyst

The Software Quality Assurance Analyst reviews use cases and software (product) requirements. S/he participates in test plan creation. S/he participates in test bed and test case planning and creation of a defect reporting system. S/he proposes quality metrics and process improvements. S/he leads other testing team members in accomplishing specific product testing tasks. S/he develops and maintains test beds. S/he writes, reviews and executes test cases. S/he creates and executes automated test scripts. S/he isolates defects and submits software defect reports to document individual defects. S/he configures complex enterprise test environments: operating systems, applications, and networks. S/he manages defect tracking and reporting. S/he organizes, analyzes, and maintains test data. S/he reports testing progress as directed.

Required Skills and Qualifications: BS degree in Computer Science, Engineering, Informatics, or related field, or equivalent experience. S/he must have two years experience in complex software QA. S/he must have a thorough understanding of software quality assurance methods. S/he must have an ability to understand customer business requirements. S/he must have experience with software requirements analysis concepts and methods. S/he must have experience with software testing methodologies and techniques. S/he must have experience with automated software testing tools and methodologies. S/he must have knowledge of verification / validation as defined by the SAC. S/he must have experience maintaining and updating software test environments and installing new software releases. S/he must have knowledge of software design concepts and methods. S/he must have knowledge of customer support principles, concepts, and methods. S/he must have a demonstrated analytical ability.

Senior Software Quality Assurance Analyst

The Senior Software QA Analyst / QA Program Manager reviews use cases and software (product) requirements. S/he participates in software design reviews. S/he participates in the development of a written quality specification for each assigned software solution. S/he leads test plan creation. S/he directs test case planning and implementation, creation of a defect reporting system, defect tracking, and documentation review. S/he directs the testing team to accomplish specific product testing tasks. S/he supervises the development, maintenance, and execution of test beds and test cases. S/he analyses test data. S/he conducts formal reviews of testing processes and procedures. S/he analyses testing progress and reports as directed.

Required Skills and Qualifications: BS degree in Computer Science, Engineering, Informatics, or related field and four years experience in complex software QA, or MS in Computer Science, Engineering, or related field and three years experience in complex software QA. S/he must have a thorough understanding of software quality assurance methods. S/he must have an ability to understand customer business requirements. S/he must have experience with software requirements analysis concepts and methods. S/he must have experience with software testing methodologies and techniques. S/he must have experience with automated software testing tools and methodologies. S/he must have knowledge of verification / validation as defined by the SAC. S/he must have experience maintaining and updating software test environments and installing new software releases. S/he must have knowledge of software design concepts and methods. S/he must have knowledge of customer support principles, concepts, and methods. S/he must have a demonstrated analytical ability.

Computer Network Administrator

The Computer Network Administrator coordinates operational designs, develops support plans, coordinates implementations, and provides second level support for local area network (LAN), campus area network (CAN), and wide area network (WAN) solutions encompassing heterogeneous platforms. S/he develops system support requirements by reviewing and analyzing business processes and evaluating supplier capabilities. S/he leads project teams in implementing new or upgraded designs and coordinates project efforts with support groups. S/he creates plans that support implementation of changes. S/he participates in system support design and performance evaluation reviews. S/he advises on distributed network computing issues. S/he establishes and maintains security and integrity standards and controls. S/he ensures support plans and services meet customer needs and expectations. S/he assists in the evaluation, testing and recommendation of hardware, software, and network configurations based on customer need. S/he analyzes user requirements and statistics to identify trends and resolve performance issues. S/he keeps abreast of emerging operational support technologies and industry trends. S/he recommends appropriate price/performance improvement opportunities.

Requirements: AS degree and three years of commercial experience managing a complex local area network (LAN) or campus area network (CAN) or BA/BS and two years of experience, or five years of commercial experience. S/he must have two years experience with wide area networks (WANs). S/he must have thorough understanding of distributed computing issues and LAN and WAN technologies. S/he must have thorough understanding of computer network security technologies and best practices.

Database Administrator

The Database Administrator designs and implements database structures that serve the needs of the client. S/he uses pre-defined data models or creates data models based upon well-defined business requirements. S/he implements data models using state-of-the-art database design tools and techniques. S/he leads or participates in logical and physical database design. S/he reviews system and programming designs to ensure efficient use of database resources. S/he supervises database management, maintenance, and technical support efforts. S/he monitors and analyzes database performance statistics and recommends database improvements. S/he keeps current on state-of-the-art database tools and technologies and updates software developers and management on new database concepts and techniques.

S/he implements, monitors and reorganizes databases. S/he codes, tests, implements and maintains database architectures. S/he executes utility requirements such as reorganization, backup and recovery. S/he analyzes and resolves database system production problems. S/he analyzes user requirements and statistics. S/he participates in database design and performance evaluation reviews. S/he advises other developers concerning database coding issues. S/he prepares system documentation. S/he may be involved in the data modeling process.

Requirements: AS degree and two years of commercial experience as a database administrator, or BA/BS and one year of experience, or three years of commercial experience. S/he must have a thorough understanding of at least two commercial database applications such as Oracle or Sybase. S/he must have an understanding of distributed computing issues. S/he must have a thorough understanding of database security best practices.

Web Designer / Developer (Programmer)

The Web Designer / Developer (Programmer) provides conceptual design and development of Web sites and Web portals. S/he develops and produces web-based solutions (conception, design, development, and implementation of internet-based applications). S/he creates Web sites and Web portals by the combined use of standard programming technologies (Java, JavaScript, ASP, PHP, HTML, etc.) and commercial Web design applications. S/he designs and codes the solution. S/he tests the completed solution. S/he assists in defining and documents the functional and technical requirements for web-based applications. Daily responsibilities include adding web- site functionality and working with various client staff to help bring their ideas to the web.

Requirements: AS degree in Computer Science, Information Management, Graphic Design, Instructional Design, or related field and two years of complex Web design and programming experience or BA/BS in Computer Science, Information Management, Graphic Design, Instructional Design, or related field and one year of complex Web design and programming experience. S/he must have a comprehensive knowledge of Web programming technologies including Java, JavaScript, ASP, PHP, and HTML. S/he must have a comprehensive knowledge of HTML versions and the ability to program complex HTML code with a basic text editor. S/he must have at least one year of commercial experience writing HTML code. S/he must have a journeyman's understanding of Web technology and Web protocols. S/he must have a commercial level proficiency in several Web design tools such as Dreamweaver.

HTML Developer / Specialist

The HTML Developer / Web Specialist develops HTML code (Web pages), including dynamic pages, and multimedia-enhanced pages. S/he is skilled in converting the content of complex, non-HTML training and technical materials to HTML form, for use in web-based training or for Web-based access.

Requirements: AS degree, or equivalent education or experience. S/he must have a comprehensive knowledge of HTML and HTML versions and the ability to program complex HTML code with various tools, including a basic text editor. S/he must have at least one year of commercial experience writing complex HTML code. S/he must have a journeyman's understanding of Web technology and Web protocols and a commercial level proficiency in Dreamweaver or another commercial Web design tool.

JavaScript Developer / Specialist

The JavaScript Developer / Specialist develops JavaScript code to enable Web-based instruction and information access. S/he is skilled in supporting Web-based presentation of complex training and technical materials.

Requirements: AS degree, or equivalent education or experience. S/he must have a comprehensive knowledge of JavaScript and the ability to program complex JavaScript code. S/he must have at least one year of commercial experience writing complex JavaScript. S/he must have at least one year of commercial experience in content publishing and a journeyman's knowledge of Web technology and Web protocols.

Custom Internet Solutions Developer / Consultant

The Custom Internet Solutions Developer / Consultant researches to understand existing Internet use and possible uses, and the client's business circumstances and needs. S/he analyzes gathered information and data to determine if and how Internet solutions can better meet the client's needs. S/he explains possible new and enhanced Internet solutions, and their value to the client. S/he guides the client in implementing proposed solutions.

Requirements: BA/BS and three years of Internet solutions consulting experience, or MA/MS and two years of Internet solutions consulting experience. S/he must be an expert knowledge of existing packaged Internet solutions, Internet technologies and protocols, and Internet programming languages and tools. S/he must have significant experience combining Internet technologies, and leading Internet solution development teams to create custom Internet solutions.

Software Development Publications Manager

The Software Development Publications manager manages the production of print and online publications such as project planning presentations to clients and software development documentation. S/he works with other staff such as business software consultants, business analysts, software architects, functional analysts, and technical writers. S/he advises clients on all aspects of Web and online presentation and production issues. S/he supervises and coordinates work performed by printers and other outside production vendors. S/he supervises multimedia and graphics development.

Requirements: BA/BS and three years of commercial experience, or AA/AS or equivalent formal education, and five years of commercial experience. S/he must have an education and/or experience in graphic design, illustration, or a related field. S/he must have commercial level proficiency in several commonly used illustration and design applications, including Adobe Illustrator and Adobe Photoshop. S/he must have commercial level proficiency in several commonly used commercial publishing programs including FrameMaker and Quark Express. S/he must have commercial level proficiency in developing multimedia components for courseware or product documentation, including animations, digital video, and HTML/dynamic Web pages. S/he must have commercial level proficiency in several commonly used web design tools such as Macromedia Dreamweaver or Flash. S/he must have two years of supervisory experience.

Software Development Administrative Support Specialist

The Software Development Administrative Support Specialist provides general administrative support for software development project members. S/he produces reports, maintains project records, maintains required supplies, and performs other miscellaneous administrative tasks under the supervision of other managers.

Requirements: AS/AS degree, preferably in Business, and a minimum of one year of work experience in office administration, or Web or print publishing.

Software Development Graphics Support Specialist

The Software Development Graphics Support Specialist develops graphic components for software planning presentations to clients and users and for software development documentation, under the direction of a staff such as a business software consultant, business analyst, software architect, functional analyst, or technical writer. S/he produces line drawings, software design illustrations and flowcharts, logos, and other static and animated graphics.

Requirements: A two-year degree and one year of commercial experience, or three years of commercial experience. S/he must have education and/or experience in graphic design, illustration, or a related field required. S/he must be computer literate at the user application level. S/he must have commercial level proficiency in either Adobe Illustrator or Adobe Photoshop and in one commercial publishing program such as FrameMaker, Quark Express, or Pagemaker.