



*Information
Technology
Professional Services*

Federal Supply Schedule 70
Contract No.: GS-35F-0096L

Effective Period
November 20, 2000 – November 19, 2015



Awarded To:



Innovative Management & Technology Approaches, Inc.

2100 Crystal Dr. Suite 750
Arlington, VA 22202
Phone Number: (202) 962-0000
Fax Number: (202) 962-0065
<http://www.imtas.com>



Innovative Management & Technology Approaches (IMTAS) is a minority owned small business founded on the successful development of unique, results-oriented solutions in response to its client's management and technology-related requirements. From its corporate offices located in Arlington VA, IMTAS provides support to its clients throughout the United States.

Our Mission

We are committed to raising our clients expectations for tomorrow by consistently meeting or exceeding expectations for quality, value, timeliness, and integrity now.

Financial Stability

Rated "STRONG" by Dun & Bradstreet; "EXCELLENT" Past Performance Rating; Active Contracts; Continuous History of Decreasing Indirect Costs; Integrated Accounting System.

To learn more about Innovative Management & Technology Inc. (IMTAS®) please visit IMTAS® web site at www.imtas.com

Contact IMTAS® Business Development at (202) 962-0000 or via e-mail at busdev@imtas.com



**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**



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

SCHEDULE TITLE: Federal Supply Schedule 70 – Information Technology (IT)
Professional Services

FSC/PSC Code: D399

CONTRACT NUMBER: GS-35F-0096L

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

CONTRACT PERIOD: November 20, 2000 through November 19, 2015

Pricelist current through Modification #PA-0016
dated 16 August 2013

CONTRACTOR: Innovative Management & Technology Approaches, Inc (IMTAS)
2100 Crystal Dr. Suite 750
Arlington, VA 22202
Phone Number: (202) 962-0000
Fax Number: (202) 962-0065
<http://www.imtas.com>

CONTRACTOR REPRESENTATIVE: Arvind Patel
Phone Number: (202) 962-0000
E-Mail: patel-arvind@imtas.com

BUSINESS SIZE: Small Disadvantaged Business

PRICES SHOWN HEREIN ARE NET (DISCOUNT DEDUCTED)

1. CUSTOMER INFORMATION:

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

<u>SIN</u>	<u>DESCRIPTION</u>
132-51	Information Technology (IT) Profesional Services

1b. LABOR CATEGORY DESCRIPTIONS: See Pages 4 through 33

1c. HOURLY RATES: See Pages 34 through 37

2. MAXIMUM ORDER*: \$500,000

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

3. MINIMUM ORDER: \$100.00

4. GEOGRAPHIC COVERAGE: Domestic delivery within the 48 contiguous states, Alaska, Hawaii, Washington, DC, Puerto Rico, and US Territories.

5. PRODUCTION POINT: Washington, DC

6. DISCOUNT FROM LIST PRICES: Prices shown are NET prices; basic discounts have been deducted.

7. QUANTITY DISCOUNTS: None

8. PROMPT PAYMENT TERMS: Net 30 Days

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

9b. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: As per Delivery Order

11b. EXPEDITED DELIVERY: Contact IMTAS for availability.

11c. OVERNIGHT AND 2-DAY DELIVERY: Contact IMTAS for availability.

11d. 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. Agencies may also contact IMTAS

to effect a faster delivery.

12. FOB POINT: Destination

13a. ORDERING ADDRESS: Innovative Management & Technology Approaches, Inc (IMTAS)
Attn: Business Development
2100 Crystal Dr. Suite 750
Arlington, VA 22202
Voice: (202) 962-0000
FAX: (202) 962-0065

13b. ORDERING PROCEDURES: For Supplies and Services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. PAYMENT ADDRESS: Innovative Management & Technology Approaches, Inc (IMTAS)
Attn: Accounting Department (A/R)
2100 Crystal Dr. Suite 750
Arlington, VA 22202

15. WARRANTY PROVISION: IMTAS certifies that all personnel provided under this contract shall have the experience, education and expertise as outlined in the GSA FSS contract.

16. EXPORT PACKAGING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Accepted below the micro-purchase threshold. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE AND REPAIR: Not Applicable

19. TERMS AND CONDITIONS OF INSTALLATION: Not Applicable

20. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Not Applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS: Not Applicable

22. LIST OF PARTICIPATING DEALERS: Not Applicable

23. PREVENTIVE MAINTENANCE: Not Applicable

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES: Not Applicable

24b. SECTION 508 Compliance for EIT: N/A

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 01-993-3084

26. NOTIFICATION REGARDING REGISTRATION IN THE SYSTEM FOR AWARD MANAGEMENT:
Registration has been activated and is valid until November 14, 2014

LABOR CATEGORY DESCRIPTIONS

Education and Experience Substitutions *Except as noted, one (1) year of experience may be substituted for one (1) year of education and one (1) year of education may be substituted for one (1) year of experience, for the purposes of determining qualifications within a labor category description.*

PROGRAM MANAGEMENT FUNCTIONAL AREA

Commercial Job Title: *Project Manager I* **Minimum/ General Experience:** Have a minimum of seven (7) years of IT experience with at least three (3) years experience in a management position.

Functional Description: Responsible for overall project management of IT contracts. Plans, organizes and manages groups of employees engaged in various technical duties. Provides administrative and technical direction to personnel; Has the corporate authority to recruit, hire, terminate personnel and commit corporate resources; coordinates approved task order; establishes improved procedures and controls, where necessary, to ensure that all services meet schedule and/or production; Provides the customer representative the status and activities of personnel covered under contract; responds to administrative or technical requests from the customer representative; and applies continuous evaluation and control measures; Works without supervision. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Business, Management, or equivalent.

Commercial Job Title: *Project Manager II* **Minimum General Experience:** Have a minimum of ten (10) years of IT experience with at least five (5) years experience in a management position.

Functional Description: Responsible for overall project management of multi-task IT contracts. Plans, organizes and manages groups of employees engaged in various technical duties. Provides administrative and technical direction to personnel; Has the corporate authority to recruit, hire, terminate personnel and commit corporate resources; coordinates approved task order; establishes improved procedures and controls, where necessary, to ensure that all services meet schedule and/or production; Provides the customer representative the status and activities of personnel covered under contract; responds to administrative or technical requests from the customer representative; and applies continuous evaluation and control measures; Works without supervision. **Minimum Education:** MA/MS in Computer Science, Engineering, Mathematics, Business, Management, or equivalent.

Commercial Job Title: *Project Manager III* **Minimum/General Experience:** Fifteen (15) years of IT experience with at least ten (10) years experience in a management position; **Functional Description:** Responsible for overall project management of complex, multi-task IT contracts. Plans, organizes and manages groups of employees engaged in various technical duties. Provides administrative and technical direction to personnel; Has the corporate authority to recruit, hire, terminate personnel and commit corporate resources; coordinates approved task order; establishes improved procedures and controls, where necessary, to ensure that all services meet schedule and/or production; Provides the customer representatives the status and activities of personnel covered

under contract; responds to administrative or technical requests from the customer representative; and applies continuous evaluation and control measures; Works without supervision. **Minimum Education:** MA/MS in Computer Science, Engineering, Mathematics, Business, Management, or equivalent.

Commercial Job Title: *Task Manager I* **Minimum/ General Experience:** Four (4) years of general experience including two (2) years of specialized experience of which one (1) year were direct supervisory experience. **Functional Description:** Acts as a Team Leader and activity coordinator. Oversees task planning, task staffing, task monitoring, and task reporting. Monitors assigned tasks and keeps the Project Manager abreast of all problems and accomplishments. Anticipates problems, and works to mitigate the anticipated problems. As a team or project leader, provides technical direction for complete systems development effort. May serve as a technical authority for a designated area. Schedules and assigns duties to subordinates. Interacts with customer technical and management personnel on a daily basis. Reports in writing and orally to contractor management and government representatives. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Business, Management, or equivalent.

Commercial Job Title: *Task Manager II* **Minimum/ General Experience:** Six (6) years of general experience including four (4) years of specialized experience of which two (2) years were direct supervisory experience. **Functional Description:** Acts as a Team Leader and activity coordinator. Oversees task planning, task staffing, task monitoring, and task reporting. Monitors assigned tasks and keeps the Project Manager abreast of all problems and accomplishments. Anticipates problems, and works to mitigate the anticipated problems. As a team or project leader, provides technical direction for complete systems development effort. May serve as a technical authority for a designated area. Schedules and assigns duties to subordinates. Interacts with customer technical and management personnel on a daily basis. Reports in writing and orally to contractor management and government representatives. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Business, Management, or equivalent.

Commercial Job Title: *Task Manager III* **Minimum/ General Experience:** Eight (8) years of general experience including six (6) years of specialized experience of which three (3) years were direct supervisory experience. **Functional Description:** Acts as a Team Leader and activity coordinator. Oversees task planning, task staffing, task monitoring, and task reporting. Monitors assigned tasks and keeps the Project Manager abreast of all problems and accomplishments. Anticipates problems, and works to mitigate the anticipated problems. As a team or project leader, provides technical direction for complete systems development effort. May serve as a technical authority for a designated area. Schedules and assigns duties to subordinates. Interacts with customer technical and management personnel on a daily basis. Reports in writing and orally to contractor management and government representatives. **Minimum Education:** MA/MS in Computer Science, Engineering, Mathematics, Business, Management, or equivalent.

Commercial Job Title: *Technical Manager I* **Minimum/ General Experience:** Have a minimum of six (6) years of computer experience with at least two (2) years experience in a senior technical position. **Functional Description:** Supports the Project Manager or Technical Manager in meeting the requirements of large, complex IT acquisition or development projects. Provides day-to-day

technical and administrative direction to the contract personnel; establishes improved procedures and controls, where necessary, to ensure that all services meet schedule or production. Provides the customer representative with reports on the technical aspects of the project; Ensures that project employees perform their assigned technical duties efficiently and timely; applies continuous evaluation and control measures. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Business, Management, or equivalent.

Commercial Job Title: *Technical Manager II* **Minimum/ General Experience:** Have a minimum of eight (8) years of computer experience with at least three (3) years experience in a senior technical position and two (2) years in an active technical management position. **Functional Description:** Supports the Project Manager or Technical Manager in meeting the requirements of large, complex IT acquisition or development projects. Provides day-to-day technical and administrative direction to the contract personnel; establishes improved procedures and controls, where necessary, to ensure that all services meet schedule or production. Provides the customer representative with reports on the technical aspects of the project; Ensures that project employees perform their assigned technical duties efficiently and timely; applies continuous evaluation and control measures. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Business, Management, or equivalent.

Commercial Job Title: *Technical Manager III* **Minimum/ General Experience:** Have a minimum of ten (10) years of computer experience with at least five (5) years experience in a senior technical position and (4) years in an active technical management position **Functional Description:** Supports the Project Manager or Technical Manager in meeting the requirements of large, complex IT acquisition or development projects. Provides day-to-day technical and administrative direction to the contract personnel; establishes improved procedures and controls, where necessary, to ensure that all services meet schedule or production. Provides the customer representative with reports on the technical aspects of the project; Ensures that project employees perform their assigned technical duties efficiently and timely; applies continuous evaluation and control measures. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Business, Management, or equivalent.

CONSULTANT FUNCTIONAL AREA

Commercial Job Title: *Expert Consultant I* **Minimum/General Experience:** Six (6) years of general experience in information systems, including two (2) years of specialized experience providing state-of-the-art solutions in information systems technology (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than two (2) years and more consistent with the age of the technology). **Functional Description:** Provides expert services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all assigned tasks. Provides expert advice and assistance in state-of-the-art hardware, software, and telecommunications. Coordinates with management and technical personnel to ensure that problems are properly defined and that the solution developed will satisfy the customer's requirements. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Business, Management or equivalent.

Commercial Job Title: *Expert Consultant II* **Minimum/ General Experience:** Eight (8) years of general experience in information systems, including four (4) years of specialized experience providing state-of-the-art solutions in information systems technology (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than four (4) years and more consistent with the age of the technology). **Functional Description:** Provides expert services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all assigned tasks. Provides expert advice and assistance in state-of-the-art hardware, software, and telecommunications. Coordinates with management and technical personnel to ensure that problems are properly defined and that the solution developed will satisfy the customer's requirements. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Business, Management or equivalent.

Commercial Job Title: *Expert Consultant III* **Minimum/ General Experience:** Ten (10) years of general experience in information systems, including six (6) years of specialized experience providing state-of-the-art solutions in information systems technology (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than six (6) years and more consistent with the age of the technology). **Functional Description:** Provides expert services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all assigned tasks. Provides expert advice and assistance in state-of-the-art hardware, software, and telecommunications. Coordinates with management and technical personnel to ensure that problems are properly defined and that the solution developed will satisfy the customer's requirements. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Business, Management or equivalent.

Commercial Job Title: *Expert Consultant IV* **Minimum/ General Experience:** Twelve (12) years of general experience in information systems, including eight (8) years of specialized experience providing state-of-the-art solutions in information systems technology (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than eight (8) years and more consistent with the age of the technology). **Functional Description:** Provides expert services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all assigned tasks. Provides expert advice and assistance in state-of-the-art hardware, software, and telecommunications. Coordinates with management and technical personnel to ensure that problems are properly defined and that the solution developed will satisfy the customer's requirements. **Minimum Education:** MA/MS in Computer Science, Engineering, Mathematics, Business, Management or equivalent.

Commercial Job Title: *Expert Consultant V* **Minimum/ General Experience:** Fourteen (14) years of general experience in information systems, including ten (10) years of specialized experience providing state-of-the-art solutions in information systems technology (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than ten (10) years and more consistent with the age of the technology). **Functional Description:** Provides expert services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all assigned tasks. Provides expert advice and assistance in state-of-the-art hardware, software, and telecommunications. Coordinates with management and technical personnel to ensure that problems are properly defined and that the solution developed will satisfy the customer's requirements.

Minimum Education: MA/MS in Computer Science, Engineering, Mathematics, Business, Management or equivalent.

Commercial Job Title: *Expert Consultant VI* **Minimum/ General Experience:** Sixteen (16) years of general experience in information systems, including twelve (12) years of specialized experience providing state-of-the-art solutions in information systems technology (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than ten (10) years and more consistent with the age of the technology). **Functional Description:** Provides expert services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all assigned tasks. Provides expert advice and assistance in state-of-the-art hardware, software, and telecommunications. Coordinates with management and technical personnel to ensure that problems are properly defined and that the solution developed will satisfy the customer's requirements.

Minimum Education: MA/MS in Computer Science, Engineering, Mathematics, Business, Management or equivalent.

TECHNICAL SPECIALIST FUNCTIONAL AREA

Commercial Job Title: *Principal Technical Specialist* **Minimum/ General Experience:** Ten (10) years of general experience including a minimum of six (6) years of specialized experience in the area of expertise (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than six (6) years and more consistent with the age of the technology). **Functional Description:** Provides expert services and leadership in specialized technical areas. Applies this leadership to any phase of System Life Cycle Support as task requirements dictate. Provides expert advice and assistance in state-of-the-art hardware, software, and telecommunications solutions involving hardware of various capacities, multiple operating environments, database management systems specialized software, data communications facilities and protocols including Value Added Networks, fourth generation technologies, and complex software tools or packages. Provides expertise for analyses and studies, enhances or implements system software solutions. Provides expertise for test and acceptance phases. May be required to act as technical supervisor to other project personnel who must prepare or modify software to implement the recommended technical solution. Coordinates with management and technical personnel to ensure that technical problems have been properly defined and that the recommended solution is implemented. **Minimum Education:** MA/MS in Computer Science, Engineering, Mathematics, or equivalent.

Commercial Job Title: *Senior Technical Specialist* **Minimum/ General Experience:** Seven (7) years of general experience including a minimum of five (5) years of specialized experience in the area of expertise (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than five (5) years and more consistent with the age of the technology). **Functional Description:** Provides expert services and leadership in specialized technical areas. Provides support to any phase of System Life Cycle Support as task requirements dictate. Provides advice and assistance in state-of-the-art hardware, software, and telecommunications solutions involving hardware of various capacities, multiple operating environments, database management systems specialized software, data communications facilities and protocols including Value Added Networks, fourth generation technologies, and complex

software tools or packages. Provides expertise for analyses and studies, enhances or implements system software solutions. Provides expertise for test and acceptance phases. May be required to act as technical supervisor to other project personnel who must prepare or modify software to implement the recommended technical solution. Coordinates with management and technical personnel to ensure that technical problems have been properly defined and that the recommended solution is implemented. **Minimum Education:** MA/MS in Computer Science, Engineering, Mathematics, or equivalent.

Commercial Job Title: Technical Specialist **Minimum/ General Experience:** Four (4) years general experience including three (3) years of specialized experience with the technology being addressed (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than three (3) years and more consistent with the age of the technology).

Functional Description: Provide services in specialized technical areas. Provides technical support to any phase of System Life Cycle task as requirements dictate. Provides assistance in state-of-the-art hardware, software, and telecommunications solutions involving hardware of various capacities, multiple operating environments, database management systems specialized software, data communications facilities and protocols including Value Added Networks, fourth generation technologies, and complex software tools or packages. Assists with analyses and studies, enhances or implements system software solutions. Assists with test and acceptance phases. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent.

COMPUTER SECURITY FUNCTIONAL AREA

Commercial Job Title: Computer Security Specialist I **Minimum/ General Experience:** Two (2) years of general experience, including a minimum of one (1) year of specialized experience in the area of expertise. **Functional Description:** Analyzes criteria for access controls, storage, reproduction, transmission, and destruction of data maintained by automated systems requiring protection. Performs computer security assessments and evaluations of computer systems. Plans and conducts formal on- site program evaluations of large complex information processing systems. Plans and conducts quantitative and qualitative security risk analyses, security evaluations and audits of information processing systems. Determines computer security compliance and effectiveness of information processing systems. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent.

Commercial Job Title: Computer Security Specialist II **Minimum/ General Experience:** Four (4) years of general experience, including a minimum of two (2) years of specialized experience in the area of expertise. If the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than two (2) years and more consistent with the age of the technology.

Functional Description: Analyzes criteria for access controls, storage, reproduction, transmission, and destruction of data maintained by automated systems requiring protection. Performs computer security assessments and evaluations of computer systems. Plans and conducts formal on- site program evaluations of large complex information processing systems. Plans and conducts quantitative and qualitative security risk analyses, security evaluations and audits of information processing systems. Determines computer security compliance and effectiveness of information processing systems. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics,

or equivalent

Commercial Job Title: Computer Security Specialist III **Minimum/ General Experience:** Six (6) years of general experience, including a minimum of four (4) years of specialized experience in the area of expertise. If the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than four (4) years and more consistent with the age of the technology.

Functional Description: Analyzes criteria for access controls, storage, reproduction, transmission, and destruction of data maintained by automated systems requiring protection. Performs computer security assessments and evaluations of computer systems. Plans and conducts formal on-site program evaluations of large complex information processing systems. Plans and conducts quantitative and qualitative security risk analyses, security evaluations and audits of information processing systems. Determines computer security compliance and effectiveness of information processing systems. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent

Commercial Job Title: Computer Security Specialist IV **Minimum/ General Experience:** Eight (8) years of general experience, including a minimum of six (6) years of specialized experience in the area of expertise. If the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than five (5) years and more consistent with the age of the technology.

Functional Description: Analyzes criteria for access controls, storage, reproduction, transmission, and destruction of data maintained by automated systems requiring protection. Performs computer security assessments and evaluations of computer systems. Plans and conducts formal on-site program evaluations of large complex information processing systems. Plans and conducts quantitative and qualitative security risk analyses, security evaluations and audits of information processing systems. Determines computer security compliance and effectiveness of information processing systems. **Minimum Education:** MA/MS in Computer Science, Engineering, Mathematics, or equivalent

SYSTEMS ENGINEERING FUNCTIONAL AREA

Commercial Job Title: Senior Systems Engineer **Minimum/ General Experience:** Ten (10) years of general experience including five (5) years of specialized experience in the area of expertise.

Functional Description: Develops and modifies complex systems and subsystems to enhance overall system operations. Applies analytical techniques when gathering information from users, defining work problems, designing a system of computer programs, and developing procedures to resolve the problems. Develops complete specifications to enable computer programmers to prepare required programs. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications for programs, resolves processing problems, coordinates work with programmers, and orients users to new systems. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent.

Commercial Job Title: Mid-Level Systems Engineer **Minimum/ General Experience:** Seven (7) years of general experience including three (3) years of specialized experience in the area of expertise. **Functional Description:** Modifies complex systems and subsystems to enhance overall

system operations. Applies analytical techniques when gathering information from users, defining work problems, implementing a system of computer programs, and defining procedures to resolve the problems. Defines specifications to enable computer programmers to prepare required programs. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, compares alternatives, defines specifications for programs, coordinates work with programmers, and orients users to new systems. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent.

Commercial Job Title: Systems Engineer **Minimum/ General Experience:** Five (5) years of general experience including three (3) years of specialized experience in the area of expertise. **Functional Description:** Analyzes complex systems and subsystems to enhance overall system operations. Gathers information from users, defines work problems, assists in the design of system or computer programs, and implements procedures to resolve the problems. Assists in the development of specifications to enable computer programmers to prepare required programs. Analyzes methods of approach. Analyzes data, prepares findings, compares alternatives, prepares specifications for programs, and orients users to new systems. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent.

Commercial Job Title: Senior Systems Analyst **Minimum/ General Experience:** Eight (8) years of general systems engineering experience including a minimum of four (4) years experience in the specialized area of expertise. **Functional Description:** Analyzes software to determine current capabilities and system functions. Develops plans for ADP systems throughout the entire software development life- cycle. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications for programs, resolves processing problems, coordinates work with programmers, and orients users to new systems. May serve as a lead analyst providing supervision and technical guidance to other project members for particular software- related tasks. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent (MA/MS preferred).

Commercial Job Title: Systems Analyst **Minimum/ General Experience:** Four (4) years of general experience including a minimum of two (2) years experience in the specialized area of expertise. **Functional Description:** Develops and modifies complex systems and develops subsystems to enhance the overall operational system.. Exercises analytical techniques when gathering information from users, defining work problems, designing a system of computer programs, and developing procedures to resolve the problems. Develops complete specifications to enable computer programmers to prepare required programs. Independently works on routine assignments. However, receives guidance from Senior Systems Analyst on complex assignments. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent.

Commercial Job Title: Senior Systems Developer **Minimum/ General Experience:** Eight (8) years of general systems development experience including a minimum of four (4) years experience in the specialized area of expertise. **Functional Description:** Provides technical guidance to other staff members as well as oversees several concurrent projects involving highly complex systems analysis, design and advanced programming of major significance. Provides expert technical assistance and direction to professional personnel involved in the development, maintenance and enhancement of

Enterprise-wide Internet/Intranet, and database applications systems. Coordinates output, and ensures the technical adequacy of the end product in achieving specified goals and performance standards. Evaluates application systems for effectiveness in design. Recommends measures of a procedural or technical nature to correct or resolve deficiencies. Develops technical papers describing many aspects of technology, including descriptive and guidance material specifications, alternative solutions and analysis. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent.

Commercial Job Title: Systems Developer **Minimum/ General Experience:** Five (5) years of general systems development experience including a minimum of two (2) years experience in the specialized area of expertise. **Functional Description:** Provides technical guidance to other staff members as well as oversees several concurrent projects involving highly complex systems analysis, design and advanced programming of major significance. Provides expert technical assistance and direction to professional personnel involved in the development, maintenance and enhancement of Enterprise-wide Internet/Intranet, and database applications systems. Coordinates output, and ensures the technical adequacy of the end product in achieving specified goals and performance standards. Evaluates application systems for effectiveness in design. Recommends measures of a procedural or technical nature to correct or resolve deficiencies. Develops technical papers describing many aspects of technology, including descriptive and guidance material specifications, alternative solutions and analysis. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent

Commercial Job Title: Webmaster **Minimum/ General Experience:** Five (5) years of computer experience, with three (3) years of experience working with Internet technology. **Functional Description:** Performs studies and analyses, provides advisory services, and develops recommendations and proposals in the area of world wide web technology; develops policy and procedures to ensure the security of the web-sites. Serves as Web technology specialist, performing technical assistance and completing assignments leading to resolution of customer problems and concerns. Ascertains need for services, identifies problems, determines basis of complaints and other matters of concern from the microcomputer user community, and recommends practical and rational improvements; carries out other assignments in furtherance of customer relations programs including reviewing proposed standards, and developing user guidance materials. **Minimum Education:** BA/BS in Computer Science, or equivalent

Commercial Job Title: Senior Systems Programmer **Minimum/ General Experience:** Six (6) years of general experience in systems engineering including three (3) years of specialized experience in the area of expertise. **Functional Description:** Responsible for systems programming functions dealing with the overall operating system or complex subsystems of the operating system. Develops specifications for extremely complex systems programming activities. Works at the highest technical level on all phases of system programming controlling the operating system with considerable freedom to make decisions on the techniques to be used. Prepares recommendations for system improvement for management and user consideration. Provides expertise to the technical staff and user community. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent.

Commercial Job Title: Systems Programmer **Minimum/ General Experience:** Four (4) years of general systems engineering experience including two (2) years of specialized experience.

Functional Description: Develops and modifies software programs for the operating system. Develops logic for and encodes, tests, modifies and debugs software packages to suit the operating environment. Assists in the design, coding, testing, and implementation of systems related routine modifications. Installs and maintains software products on the computer system. Analyzes and fixes problems associated with the software packages and forwards them to appropriate vendor for problem resolution. Monitors system and corrects any errors or inconsistencies. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent.

Commercial Job Title: Senior Programmer Analyst **Minimum/ General Experience:** Eight (8) years of general systems programmer/ analyst experience including four (4) years specialized experience in the area of expertise. **Functional Description:** As an expert programmer/ analyst, consults with clients to learn and define their business requirements or problem areas and uses technical expertise to provide solutions to clients' needs. Prepares program specifications, assists with the preparation of user documentation and system implementation. Analyzes, designs, develops, implements and maintains client server applications over distributed networks and related protocols for various systems. Converts and/ or ports fully developed code over to other platforms using different processor architectures or operating systems. May guide programmer/ analysts at a lower level and other technical personnel on assigned work. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent (MA/MS preferred).

Commercial Job Title: Programmer Analyst **Minimum/ General Experience:** Four (4) years of general systems programmer/ analyst experience including two (2) years of specialized experience.

Functional Description: Develops program specifications for application software development under general supervision. Defines the logic, performs the coding, tests and debugs the programs. Prepares system and program specifications and documentation that includes designing report formats, record layouts, screen layouts and algorithms. Implements modifications to existing systems. Documents program and system logic. Defines and designs data capture forms, data conversion procedures, data validation/ correction steps, and database definition tables. **Minimum Education:** BA/BS in Computer Science, Mathematics, Engineering, or equivalent.

Commercial Job Title: Senior Integration and Test Engineer **Minimum/ General Experience:** Eight (8) years of general systems engineering and development experience including four (4) years specialized experience in the area of expertise. **Functional Description:** Advises technical personnel on the conceptualization, development, and implementation of a broad range of information systems issues, including hardware/ software integration. Plans strategies for improvement of information systems and services. Communicates current innovations and trends in information systems development to technical staff. May serve as the chief architect for complex information systems development. Designs and develops proposed solutions to business problems and client requirements. Performs high-level system analysis and directs technical strategy for accomplishing new objectives. Maintains knowledge of current systems and system development actions and analyzes for data redundancies and system/ program overlap. Prepares justification for selection of new technology. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent.

Commercial Job Title: Integration and Test Engineer **Minimum/ General Experience:** Four (4) years of general systems engineering and development experience including two (2) years specialized experience in the area of expertise. **Functional Description:** Analyzes technical issues associated with the conceptualization, development, and implementation of a broad range of information systems issues, including hardware/ software integration. Researches strategies for improvement of information systems and services. Facilitates implementation of current innovations and trends in information systems development. Assists the chief architect for complex information systems development. Analyzes business problems and client requirements. Performs high-level system analysis and develops technical strategy for accomplishing new objectives. Maintains knowledge of current systems and system development actions and analyzes for data redundancies and system/ program overlap. Researches information to justify selection of new technology. **Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or equivalent.

SOFTWARE SUPPORT FUNCTIONAL AREA

Commercial Job Title: Senior Configuration/Data Management Analyst **Minimum/ General Experience:** Seven (7) years of engineering and/ or system analysis and programming experience, including four (4) years of configuration management experience. **Functional Description:** Responsible for configuration management activities including product identification, change control, status accounting, operation of the program support library, and development and monitoring of equipment/system acceptance plans. Evaluates and recommends selection of configuration management tools and standards. Coordinates with users and systems development personnel on releases of both system- level software and application software. Prepares configuration management plans and procedures. Responsible for configuration management of requirements, design, and code. Operates and manages program support library. Supervises lower level personnel. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Configuration/Data Management Analyst **Minimum/ General Experience:** Four (4) years of engineering and/ or system analysis and programming experience, including two (2) years of configuration management experience. **Functional Description:** Responsible for facilitation and implementation of configuration management activities including product identification, change control, status accounting, operation of the program support library, and development and monitoring of equipment/ system acceptance plans. Evaluates and recommends configuration management tools and standards. Works with users and systems development personnel on releases of both system-level software and application software. Assists with development of configuration management plans and procedures. Assists with configuration management of requirements, design, and code. Operates program support library. Monitors end-item acceptance plans. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Senior Computer Specialist **Minimum/ General Experience:** Seven (7) years of related experience. **Functional Description:** Serves as a senior level microcomputer/network specialist and/or mainframe database applications specialist. Provides technical guidance to other staff members as well as oversees several concurrent projects involving complex systems analysis, design and advanced programming of significance to enterprise-wide systems. Provides technical assistance and direction to professional personnel. Plans, directs and

coordinates the development and definition of technical specifications for network or mainframe projects, including, assignment of specific tasks to be performed by team members. Translates requirements into working specifications and, by applying systems development life cycle (SDLC) standards. **Minimum Education:** BA/BS in a related field. (MA/MS Preferred)

Commercial Job Title: Computer Specialist **Minimum/ General Experience:** Four (4) years of related experience. **Functional Description:** Serves as a microcomputer/network specialist and/or mainframe database applications specialist. Provides technical guidance to other staff members. Provides technical assistance and direction to professional personnel on one or more IT projects involved in the development, maintenance and enhancement of enterprise-wide network and/or mainframe systems. Assists with planning, direction and coordination of development and definition of technical specifications for network or mainframe projects. translates requirements into working specifications by applying systems development life cycle (SDLC) standards. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Senior Software Engineer **Minimum/ General Experience:** Seven (7) years of related experience. **Functional Description:** Responsible for carrying through to the production phase a number of highly complex systems analysis, design and programming projects, on either microcomputer or mainframe-based systems. Directs junior programmers in one or more projects related to the development, maintenance and enhancement of enterprise-wide computer systems dealing with management, programmatic and administrative functions of the user group, on either microcomputer or host-based systems. Defines technical specifications and provides guidance and assistance to team members. Performs fact-finding, analysis of findings, preliminary analysis of existing computer applications, analysis of microcomputer and/or mainframe equipment or system software needs and user requirements. Prepares overall project recommendations to include estimates of resources and time phasing requirements. Designs and executes testing and final implementation of programs/tasks. **Minimum Education:** BA/BS in a related field. (MA/MS Preferred)

Commercial Job Title: Software Engineer **Minimum/ General Experience:** Four (4) years of related experience. **Functional Description:** Responsible for carrying through to the production phase a number of highly complex systems analysis, design and programming projects, on either microcomputer or mainframe-based systems. Assists junior programmers in one or more projects related to the development, maintenance and enhancement of enterprise-wide computer systems dealing with management, programmatic and administrative functions of the user group. Assists with definitions of technical specifications and provides guidance and assistance to team members. Performs fact-finding, analysis of findings, preliminary analysis of existing computer applications, analysis of microcomputer and/or mainframe equipment or system software needs and user requirements. Assists with preparation of overall project recommendations to include estimates of resources and time phasing requirements. Assists with design and execution of testing and final implementation of programs/tasks. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Senior Quality Assurance Analyst **Minimum/ General Experience:** Seven (7) years of engineering and/ or system analysis and programming experience, including four (4) years of quality assurance experience. **Functional Description:** Organizes and maintains all required quality assurance documentation. Responsible for ensuring compliance with recognized standards

and practices. Insures all documentation is complete, accurate, and correct. Witnesses and documents the test and integration phases. Certifies that deliverables have met established quality requirements. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Quality Assurance Analyst **Minimum/ General Experience:** Four (4) years of engineering and/or system analysis and programming experience, including two (2) years of quality assurance experience. **Functional Description:** Organizes and maintains all required quality assurance documentation. Monitors compliance with recognized standards and practices. Reviews all documentation for completeness, accuracy, and correctness. Supports the test and integration personnel as a witness to testing requirements. Reviews deliverables to insure they meet established quality requirements. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Senior Database Analyst **Minimum/ General Experience:** Seven (7) years of related experience. **Functional Description:** Coordinates with necessary computer personnel and administrative specialists in the establishment and maintenance of data environments essential to the long-range effectiveness of the customer's management information systems. Recommends standards for data elements, data definitions, search strategies, access methods, file membership rules, records relationships, use of database, integrity of data, physical and private security of data, etc.. Formulates and establishes procedures and standards for Data Dictionaries. Provides technical expertise to managers, analysts, programmers, and users on incorporation of their requirements into design of new database applications. Designs databases, database tables and views, creates triggers using stored procedures or extended stored procedures, utilizes the library of existing stored procedures to perform database functions. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Database Analyst **Minimum/ General Experience:** Four (4) years of related experience. **Functional Description:** Serves as a Database Analyst under the technical direction of a Senior Database Analyst. Provides one or more application development project staffs with database technical expertise. Participates in development of standards for data elements, data definitions, search strategies, access methods, file membership rules, records relationships, use of database, integrity of data, physical and private security of data, etc. Contributes to establishment of procedures and standards for Data Dictionaries, and is responsible for the maintenance of Data Dictionaries to establish data structures and to inform users of information available in the systems. Develops and implements software routines and utilities to facilitate user applications and their interface with mainframe databases. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Database Administrator I **Minimum/ General Experience:** Two (2) years of general experience in systems analysis or programming. **Functional Description:** Assists with design, implementation, operation and maintenance of database management systems (DBMS). Assists with DBMS products evaluation. Determines file organization, indexing methods, and security procedures for specific applications. Monitors the global view of databases, access to the databases, assures the safekeeping of the databases. Assists with Installation, testing and implementation of vendor DBMS software including new releases. Performs database administration. **Minimum Education:** AA/AS in a related field.

Commercial Job Title: Database Administrator II **Minimum/ General Experience:** Three (3)

years of general experience in systems analysis or programming including one (1) year of specialized experience in DBMSs. **Functional Description:** Provides technical expertise for design, implementation, operation and maintenance of database management systems (DBMS). Evaluates and recommends available DBMS products. Determines file organization, indexing methods, and security procedures for specific applications. Monitors the global view of databases, access to the databases, assures the safekeeping of the databases. Defines required database administration policies, procedures, standards, and guidelines. Prepares and delivers presentations on DBMS concepts. Installs, tests and implements vendor DBMS software including new releases. Manages database administration tasks. **Minimum Education:** AA/AS in a related field.

Commercial Job Title: Database Administrator III **Minimum/ General Experience:** Five (5) years of general experience in systems analysis or programming including two (2) years of specialized experience in DBMSs. **Functional Description:** Provides technical expertise for design, implementation, operation and maintenance of database management systems (DBMS). Evaluates and recommends available DBMS products. Determines file organization, indexing methods, and security procedures for specific applications. Monitors the global view of databases, access to the databases, assures the safekeeping of the databases. Defines required database administration policies, procedures, standards, and guidelines. Prepares and delivers presentations on DBMS concepts. Installs, tests and implements vendor DBMS software including new releases. Manages database administration tasks. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Database Administrator IV **Minimum/ General Experience:** Seven (7) years of general experience in systems analysis or programming including three (3) years of specialized experience in DBMSs. **Functional Description:** Provides technical expertise for design, implementation, operation and maintenance of database management systems (DBMS). Evaluates and recommends available DBMS products. Determines file organization, indexing methods, and security procedures for specific applications. Monitors the global view of databases, access to the databases, assures the safekeeping of the databases. Defines required database administration policies, procedures, standards, and guidelines. Prepares and delivers presentations on DBMS concepts. Installs, tests and implements vendor DBMS software including new releases. Manages database administration tasks. **Minimum Education:** BA/BS in a related field (MA/MS preferred)

Commercial Job Title: Technical Writer I **Minimum/ General Experience:** Two (2) years of general experience in writing including one (1) year of specialized experience in technical writing. **Functional Description:** Coordinates documentation of all aspects of the system engineering life cycle for projects. Writes, edits and rewrites material of a technical nature. Prepares manuals, user guides, and other technical documentation for presentations. Possesses excellent writing skills. Must have an understanding of ADP operations and be able to verbally communicate effectively. **Minimum Education:** AA/AS in English, Journalism, or equivalent.

Commercial Job Title: Technical Writer II **Minimum/ General Experience:** Four (4) years of general experience in writing including two (2) years of specialized experience in technical writing. **Functional Description:** Plans, manages and coordinates documentation of all aspects of the system engineering life cycle for projects. Writes, edits and rewrites material of a technical nature. Prepares manuals, user guides, and other technical documentation for presentations. Possesses excellent writing skills. Must be knowledgeable of ADP operations and be able to verbally communicate

effectively. **Minimum Education:** AA/AS in English, Journalism, or equivalent.

Commercial Job Title: *Technical Writer III* **Minimum/ General Experience:** Six (6) years of general experience in writing including three (3) years of specialized experience in technical writing. **Functional Description:** Plans, manages and coordinates documentation of all aspects of the system engineering life cycle for projects. Writes, edits and rewrites material of a technical nature. Prepares manuals, user guides, and other technical documentation for presentations. Possesses excellent writing skills, is knowledgeable of ADP operations and be able to verbally communicate effectively. **Minimum Education:** BA/BS in English, Journalism, or equivalent.

Commercial Job Title: *Technical Writer IV* **Minimum/ General Experience:** Eight (8) years of general experience in writing including four (4) years of specialized experience in technical writing. **Functional Description:** Plans, manages and coordinates documentation of all aspects of the system engineering life cycle for projects. Writes, edits and rewrites material of a technical nature. Prepares manuals, user guides, and other technical documentation for presentations. Possesses excellent writing skills, is knowledgeable of ADP operations and be able to verbally communicate effectively. **Minimum Education:** BA/BS in English, Journalism, or equivalent.

Commercial Job Title: *Senior Data Technician* **Minimum/ General Experience:** Four (4) years general experience including two (2) years specialized experience. **Functional Description:** Operates an alphanumeric keyboard requiring an understanding of transcribing procedures and relevant state-of-the-art data entry/computer equipment. Exercises experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be entered from a variety of source documents. Inputs data from source documents and computer listings. Corrects errors arising from erroneous items, codes, or missing information. Reviews computer generated errors and warning conditions concerning accuracy, reasonableness, and consistency of the data. Reconciles such findings or defines the problem area and probable cause and brings to the attention of appropriate personnel. **Minimum Education:** AA/AS in a related field.

Commercial Job Title: *Data Technician* **Minimum/ General Experience:** Two (2) years general experience including one (1) year specialized experience. **Functional Description:** Operates an alphanumeric keyboard requiring an understanding of transcribing procedures and relevant state-of-the-art data entry/computer equipment. Inputs data from source documents into a keyboard controlled data entry device. Extracts, cross references, and prepares data for entry. Compiles and summarizes data, as well as performs mathematical computations. Develops charts, graphs, and other statistical reports. Maintains files and records. **Minimum Education:** AA/AS in a related field.

PROGRAM MANAGEMENT FUNCTIONAL AREA

Commercial Job Title: *Senior Program Management Technologist* **Minimum/ General Experience:** Ten (10) years of broad-based management and/ or systems engineering. **Functional Description:** Provides expertise in Program Management processes and System acquisition procedures for Information and Automated Data Processing (ADP) systems. Provides expertise in program/ project/ engineering planning, acquisition, tracking and management, including the use and analysis of earned value reporting. Has specific knowledge to the extent necessary to understand,

design, develop, test, select, implement, manage and enhance a total, integrated system. Has significant knowledge of procedures and activities required to manage such a program. **Minimum Education:** BA/BS in a related field (MA/MS or MBA preferred)

Commercial Job Title: *Program Management Technologist* **Minimum/ General Experience:**

Seven (7) years of broad- based automated data processing and/ or management experience.

Functional Description: Provides expertise in management processes and acquisition procedures for Information and Automated Data Processing (ADP) systems. Provides expertise in program/ project/ engineering planning, acquisition, tracking and management. Has demonstrated knowledge to the extent necessary to understand, design, develop, test, select, implement, manage and enhance a total, integrated system. Has demonstrated experience in the use of procedures and activities required to manage such a program. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: *Senior Program Management Specialist* **Minimum/General Experience:**

Ten (10) years experience in large system program management. **Functional Description:** Provides expert analysis and support to mid- and senior- level management and members of the technical staff to solve highly complex, difficult program management and information system problems. Provides quality assurance reviews and performs risk analyses of major systems development issues.

Establishes standards for management functions. Directs other technical personnel on feasibility studies, systems planning, management and technical problems, priorities, and methods associated with the management of large system development activities. Analyzes existing and planned management systems and makes recommendations to enhance performance to meet client requirements. **Minimum Education:** BA/BS in Engineering, Management, Computer Science or related disciplines. MA/MS or MBA is preferred.

Commercial Job Title: *Program Management Specialist* **Minimum/General Experience:** Seven

(7) years experience in large system program management. **Functional Description:** Provides analysis and support to mid- and senior- level management and members of the technical staff to solve highly complex, difficult program management and information system problems. Provides quality assurance reviews and performs risk analyses of major systems development issues. Assists in establishing standards for management functions. Collaborates with other technical personnel on feasibility studies and systems planning. Confers with and advises employees on management and technical problems, priorities, and methods associated with the management of large system development activities. Develops presentations on technical topics of concern to the client management. Evaluates problems outlined by management and technical personnel in terms of management, hardware/ software/ communications requirements and capabilities; Compares existing and planned management systems and makes recommendations to enhance performance to meet client requirements. **Minimum Education:** BA/BS in Engineering, Management, Computer Science or related disciplines.

Commercial Job Title: *Senior Information Management Technologist* **Minimum/General**

Experience: Ten (10) years of broad- based ADP experience or fifteen (15) years experience in system analysis, planning, and system acquisitions. **Functional Description:** Provides analysis and support to mid- and senior- level management and members of the technical staff to solve highly complex, information management problems. Provides expertise in Information Resource

Management, Communications, and Automated Data Processing (ADP) management processes and associated acquisition procedures. Provides expertise in analyzing and managing information technology programs and services. **Minimum Education:** BA/BS in Engineering, Management, Computer Science or related disciplines.

Commercial Job Title: *Information Management Technologist* **Minimum/General Experience:** Seven (7) years of broad-based ADP experience or ten (10) years experience in systems analysis, planning, and system acquisitions. **Functional Description:** Performs analysis for mid- and senior-level management and members of the technical staff to solve highly complex, information management problems. Develops acquisition procedures for Information and Automated Data Processing (ADP) systems. Provides knowledge in Information Resource Management, Communications, and Automated Data Processing (ADP) management processes and associated acquisition procedures. Performs analysis on information technology programs and services. **Minimum Education:** BA/BS in Engineering, Management, Computer Science or related disciplines.

Commercial Job Title: *Senior Management Analyst* **Minimum/General Experience:** Five (5) years of professional work experience in planning, conduction, and participating in short-term IT studies; **Functional Description:** Designs and conducts complex IT management studies involving one or more of the activities reverent to the Departments / Agencies IT community. Prepares presentations to management and other officials and prepares written reports and analyses as required. **Minimum Education:** BA/BS in Computer Science, Business Administration, or Public Administration.

Commercial Job Title: *Management Analyst* **Minimum/General Experience:** Have a Minimum of three (3) years of professional work experience in planning, conducting, and participating in short-term IT studies; **Functional Description:** Assists in the design and conduct of complex IT management studies involving one or more of the activities reverent to the ordering agencies IT community. Schedules work to meet completion dates, estimates personnel needs, reviews project progress and makes changes in methodologies where necessary. Prepares presentations to management and other officials and prepares written reports and analyses as required; designs, reviews, and evaluates management and administrative automated systems; **Minimum Education:** BA/BS in Computer Science, Business Administration, or Public Administration.

Commercial Job Title: *Senior Cost Analyst* **Minimum/General Experience:** Five (5) years of professional work experience in developing economic comparison studies, and Information Technology Life Cycle Cost analysis; **Functional Description:** Designs and develops economic comparison criteria for use in selecting information systems and determines, implements, and performs procedures for pricing the ongoing operations of selected information systems, and performs economic analyses and other cost and pricing analyses as required. Develops other financial and cost related documents such as award fee plans, and be familiar with automated spreadsheet and database systems in developing analytical studies. **Minimum Education:** BA/BS in Business Administration or Finance. CPA preferred.

Commercial Job Title: *Cost Analyst* **Minimum/General Experience:** Three (3) years of

professional work experience in developing economic comparison studies, and Information Technology Life Cycle Cost analysis; **Functional Description:** Assists in design and development of economic comparison criteria for use in selecting information systems and determines, implements, and performs procedures for pricing the ongoing operations of selected information systems, and performs economic analyses and other cost and pricing analyses as required. Develops other financial and cost related documents such as award fee plans, and be familiar with automated spreadsheet and database systems in developing analytical studies. **Minimum Education:** BA/BS in a related field.

COMMUNICATIONS FUNCTIONAL AREA

Commercial Job Title: Senior Telecommunications Engineer **Minimum/General Experience:** Minimum of ten (10) years of general experience in data communications or computer systems including four (4) years of demonstrated specialized experience. **Functional Description:** Provides technical direction for telecommunications activities including planning, designing, installing, and maintaining large telecommunications networks.; Develops, operates, and maintains voice, video, and data communications systems; Applies telecommunications engineering principles and theory to propose design and configuration alternatives; Evaluates existing communications systems to identify deficiencies and network performance improvements; Analyzes network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols; Performs network analyses and feasibility studies concerning communications and communication networks; Prepares studies and gives presentations on communications concepts. Serves as a senior technical advisor in development and maintenance of complex data communication programs or systems, and implements new or modifies vendor's network software; and when requested, resolves network-related problems in support of other organizational elements. **Minimum Education:** BA/BS in Computer Science or related field. MA/MS Preferred.

Commercial Job Title: Telecommunications Engineer **Minimum/General Experience:** Six (6) years of general experience in data communications or computer systems including three (3) years of demonstrated specialized experience. **Functional Description:** Provides technical expertise for telecommunications activities including planning, designing, installing, and maintaining large telecommunications networks; Assists senior personnel in implementing data communication services; Participates in the planning, designing, development, testing, implementation and maintenance of complex on-line data communication LANs; Works from documented logic and instructions, and writes or maintains complex data communications programs. Generates and implements host level communication methodologies and monitors activity to ensure accuracy; Coordinates installation of hardware, monitors operations of data communications systems and/or LANs and services provided by vendors; and Performs system analysis work and provides guidance to technical staff members. **Minimum Education:** BA/BS in Computer Science or related field.

Commercial Job Title: Communications Specialist I **Minimum/General Experience:** Two (2) years of general experience in data communications or computer systems. **Functional Description:** Assists with telecommunications systems activities as required. Assists with specifications review for data communication equipment systems and/or networks. Assists with the design, development and installation of unique data transmission systems. Assists in the development of processes governing the operation and management of data communications programs and systems. Assists with reviews

of telecommunication policies, procedures, and standards. **Minimum Education:** High School Diploma with professional Networking Certifications.

Commercial Job Title: Communications Specialist II **Minimum/General Experience:** Three (3) years of general experience in data communications or computer systems including one (1) year of demonstrated specialized experience. **Functional Description:** Provides technical assistance for Department-wide telecommunications systems activities. Evaluates specifications for data communication equipment systems and/or networks. Assists with the design, development and installation of unique data transmission systems. Develops processes governing the operation and management of data communications programs and systems. Reviews telecommunication policies, procedures, and standards. **Minimum Education:** AA in Computer Science or related field or High School Diploma with professional Networking Certifications.

Commercial Job Title: Communications Specialist III **Minimum/General Experience:** Five (5) years of general experience in data communications or computer systems including two (2) years of demonstrated specialized experience. **Functional Description:** Provides technical guidance for enterprise-wide telecommunications systems activities. Evaluates requirements and specifications for data communication equipment systems and/or networks. Assists with the design, development and installation of unique data transmission systems. Develops procedures governing the operation and management of data communications programs and systems. Reviews telecommunication policies, procedures, and standards. **Minimum Education:** BA/BS in Computer Science or related field; or AA with professional Networking Certifications.

Commercial Job Title: Communications Specialist IV **Minimum/General Experience:** Seven (7) years of general experience in data communications or computer systems including three (3) years of demonstrated specialized experience. **Functional Description:** Provides technical guidance for enterprise-wide telecommunications systems activities. Evaluates and recommends action on requirements and specifications for data communication equipment systems and/or networks. Provides technical assistance concerning the design, development and installation of unique data transmission systems. Develops processes and procedures governing the operation and management of data communications programs and systems. Develops telecommunication policies, procedures, and standards. **Minimum Education:** BA/BS in Computer Science or related field with professional Networking Certifications.

Commercial Job Title: Senior Network Engineer **Minimum/General Experience:** Seven (7) years of general experience in data communications or computer systems including three (3) years of demonstrated specialized experience, including: supervision, design methodologies, and design tools. **Functional Description:** Designs, configures, tests, implements and maintains telecommunications and LAN operation support activities, and supports application programmers. Provides technical support in evaluating and resolving network and processor problems. Responsible for the design, configuration and implementation of Local and Wide Area Networks (LANs/WANs). Evaluates network performance using hardware and software diagnostic tools. Participates in planning and installation of new networks and ADP hardware. Evaluates network changes for operational impact. Assists with implementation planning of LAN/WAN and data communications services between LANs, microcomputers, minicomputers, hosts, front end processors and remote terminal devices.

Minimum Education: BA/BS in Computer Science, Systems Engineering, or related field.

Commercial Job Title: Network Engineer **Minimum/General Experience:** Five (5) years of general experience in data communications or computer systems including two (2) years of demonstrated specialized experience, including: supervision, design methodologies, and design tools.

Functional Description: Assists in preparing scenario for workload simulation, evaluates network performance under various load/stress levels, and identifies areas to be redesigned, if necessary; Assists in conducting performance evaluations under normal workload conditions, and recommends any necessary corrective actions; Assists in evaluating capacity of LANs and engineering and planning activities for future requirements. **Minimum Education:** BA/BS in Computer Science, Systems Engineering, or related field.

Commercial Job Title: Senior Network Analyst **Minimum/General Experience:** Minimum of seven (7) years of general experience in data communications or computer systems including three (3) years specialized experience in a related field. **Functional Description:** Performs data communications and LAN/WAN studies as assigned. Prepares and presents results of studies to management orally or in written reports. Provides assistance to lower level communications personnel as required. Must have extensive background in computer and communication electronics to operate a complex technical control facility. Be able to apply network protocols to the design of a network servicing multiple remote nodes/users. **Minimum Education:** BA/BS in Computer Science, Systems Engineering, or related field.

Commercial Job Title: Network Analyst **Minimum/General Experience:** Three (3) years of general experience in data communications or computer systems with recently demonstrated specialized experience in a related field. **Functional Description:** Assists senior network personnel in analyzing, designing and implementing data communication networks. Contributes in researching, testing and evaluating technological alternatives for the development of new LAN/WAN design or enhancements. Installs LAN/WAN hardware and software. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Senior Network Specialist **Minimum/General Experience:** Seven (7) years of related experience. **Functional Description:** Serves as a point of initial contact for user data communications problems and vendor maintenance personnel performing problem circumvention and fault isolation procedures. Responsible for a range of data communications equipment and software technologies. Have background in electronics to understand the theory of operations and maintenance characteristics of network components. Have a computer concepts background sufficient to understand the role of network components, and to operate a system console in problem resolution; be familiar with computer and communications number systems, character codes, etc. Have an understanding of various cable interfaces and protocols. Have knowledge of both Host level and LAN diagnostic tools. Provides equipment diagnostic customarily used in a data communications environment. Have a knowledge of various interface commands utilized by unique communications access methods. Communicates with users at National and Regional levels, and respective customers. Have a knowledge of Network Operating Systems. **Minimum Education:** BA/BS in Computer Science or related field. Network engineer certification (CNE, MCSE, etc.) may be substituted for educational requirement and/or may be required.

Commercial Job Title: Network Specialist **Minimum/General Experience:** Three (3) years of related experience. **Functional Description:** Assists in monitoring LAN/WAN and associated communication equipment; performs troubleshooting procedures on equipment, corrects malfunction or refers problem to appropriate staff. Tracks trouble calls, insuring that problems are completely resolved in a timely manner. Utilizes available test equipment on a day-to-day basis to maintain a stable LAN/WAN communication environment. Assists in monitoring performance of support vendor to ensure they are meeting commitments with respect to delivery of equipment or resolution of problems. Assists in the maintenance of a database of equipment, cables and communication circuits that are terminated in a centralized location and a library of LAN cabling documentation (UTP and fiber optic) of specific LANs. Assists in performing backup of communication processor software and configuration information on appropriate media on a regular or as-needed basis. **Minimum Education:** AA/AS in Computer Science or related field. Network engineer certification (CNE, MCSE, etc.) may be substituted for educational requirement.

Commercial Job Title: Senior Network Administrator **Minimum/General Experience:** Five (5) years of related experience. **Functional Description:** Participates in the development of LAN operating policy, procedures and standards. Maintains network security system plan including a full disaster recovery plan for equipment software and data network backup and recovery procedures. Participates in the development and implementation of inter-network communications design activities. Directs the research, testing, evaluation and design activities for network operating systems and file systems. Directs daily system administration activities including monitoring traffic, initiating preventive maintenance procedures, troubleshooting hardware and software problems and installing and optimizing operating LAN system, and applications software. Develops written user procedures. Prepares technical reports and presents technical briefings to management. Conducts LAN Administration Group meetings. **Minimum Education:** BA/BS in Computer Science or related field. Network engineer certification (CNE, MCSE, etc.) may be substituted for educational requirement and/or may be required.

Commercial Job Title: Mid-Level Network Administrator **Minimum/General Experience:** Three (3) years of related experience. **Functional Description:** Assist in development of LANs operating procedures and standards. Conducts research, testing, evaluation and design activities for network operating systems and file systems. Performs daily system administration activities including monitoring traffic, initiating preventive maintenance procedures, troubleshooting hardware and software problems including diagnostics involving cable plant and communications equipment and installing and optimizing LAN operating systems, and applications software. Develops written user procedures. Monitors operation of LANs and services of vendors. Prepares technical reports and presents technical briefings to management. Participates in LAN Administration Group meetings. **Minimum Education:** BA/BS in Computer Science or related field. Network engineer certification (CNE, MCSE, etc.) may be substituted for educational requirement.

Commercial Job Title: Network Administrator **Minimum/General Experience:** One (1) year of related experience. **Functional Description:** Assists in development of LANs operating procedures and standards. Assists in the research, testing, evaluation and design activities for network operating systems and file systems. Assists in the performance of daily system administration activities including initiating preventive maintenance procedures, and installing LAN software, troubleshoots

network servers, components and participates in cable plan diagnostics. Assists in the development of written user procedures. Monitors operation of LANs and services of vendors. Prepares reports on technical findings to the LAN administration teams. **Minimum Education:** AA/AS in Computer Science or related field. Network engineer certification (CNE, MCSE, etc.) may be substituted for educational requirements required.

TRAINING FUNCTIONAL AREA

Commercial Job Title: Senior Curriculum Development Specialist I **Minimum/General Experience:** Four (4) years of related experience. **Functional Description:** Designs and develops curricula for hardware, software, and LAN technologies. Designs and develops curricula for new programs. Provides expert advise on scope and sequencing of highly technical training for staff at various levels of technical expertise. Determines the level of knowledge required to function successfully in broad job categories. Designs and develops course materials, including script, exercises, and classroom or self-guided manuals and other teaching aids. Directs needs assessments of present and anticipated training needs. **Minimum Education:** AA/AS in Computer Science, Adult Education, or other related field.

Commercial Job Title: Senior Curriculum Development Specialist II **Minimum/General Experience:** Six (6) years of related experience. **Functional Description:** Designs and develops curricula for hardware, software, and LAN technologies. Designs and develops curricula for new programs. Provides expert advise on scope and sequencing of highly technical training for staff at various levels of technical expertise. Determines the level of knowledge required to function successfully in broad job categories. Designs and develops course materials, including script, exercises, and classroom or self-guided manuals and other teaching aids. Directs needs assessments of present and anticipated training needs. **Minimum Education:** BA/BS in Computer Science, Adult Education, or other related field.

Commercial Job Title: Senior Curriculum Development Specialist III **Minimum/General Experience:** Eight (8) years of related experience. **Functional Description:** Designs and develops curricula for hardware, software, and LAN technologies. Designs and develops curricula for new programs. Provides expert advise on scope and sequencing of highly technical training for staff at various levels of technical expertise. Determines the level of knowledge required to function successfully in broad job categories. Designs and develops course materials, including script, exercises, and classroom or self-guided manuals and other teaching aids. Directs needs assessments of present and anticipated training needs. **Minimum Education:** BA/BS in Computer Science, Adult Education, or other related field.

Commercial Job Title: Senior Curriculum Development Specialist IV **Minimum/General Experience:** Ten (10) years of related experience. **Functional Description:** Designs and develops curricula for hardware, software, and LAN technologies. Designs and develops curricula for new programs. Provides expert advise on scope and sequencing of highly technical training for staff at various levels of technical expertise. Determines the level of knowledge required to function successfully in broad job categories. Designs and develops course materials, including script, exercises, and classroom or self-guided manuals and other teaching aids. Directs needs assessments

of present and anticipated training needs. **Minimum Education:** BA/BS in Computer Science, Adult Education, or other related field.

Commercial Job Title: *Curriculum Development Specialist I* **Minimum/General Experience:**

Two (2) years of related experience. **Functional Description:** Develops instructional curriculum and instructional materials to educate technical and non-technical personnel. The curriculum may pertain to any aspect of data processing including modifications to existing systems introduced by customers. Gathers and assimilates information on subject matter, organizes and condenses material, and prepares course outline, handouts, and visual aid materials. Coordinates with subject matter experts to ensure that prepared courses meet stated objectives. May be required to instruct, train instructors or prepare/arrange for the preparation of automated training materials (such as video recorded training sessions, computer- aided tutorials, etc.). **Minimum Education:** AA/AS in Computer Science, Adult Education, or other related field.

Commercial Job Title: *Curriculum Development Specialist II* **Minimum/General Experience:**

Four (4) years of related experience. **Functional Description:** Develops instructional curriculum and instructional materials to educate technical and non-technical personnel. The curriculum may pertain to any aspect of data processing including modifications to existing systems introduced by customers. Gathers and assimilates information on subject matter, organizes and condenses material, and prepares course outline, handouts, and visual aid materials. Coordinates with subject matter experts to ensure that prepared courses meet stated objectives. May be required to instruct, train instructors or prepare/arrange for the preparation of automated training materials (such as video recorded training sessions, computer- aided tutorials, etc.). **Minimum Education:** AA/AS in Computer Science, Adult Education, or other related field.

Commercial Job Title: *Curriculum Development Specialist III* **Minimum/General Experience:**

Six (6) years of related experience. **Functional Description:** Develops instructional curriculum and instructional materials to educate technical and non-technical personnel. The curriculum may pertain to any aspect of data processing including modifications to existing systems introduced by customers. Gathers and assimilates information on subject matter, organizes and condenses material, and prepares course outline, handouts, and visual aid materials. Coordinates with subject matter experts to ensure that prepared courses meet stated objectives. May be required to instruct, train instructors or prepare/arrange for the preparation of automated training materials (such as video recorded training sessions, computer- aided tutorials, etc.). **Minimum Education:** BA/BS in Computer Science, Adult Education, or other related field.

Commercial Job Title: *Curriculum Development Specialist IV* **Minimum/General Experience:**

Eight (8) years of related experience. **Functional Description:** Develops instructional curriculum and instructional materials to educate technical and non-technical personnel. The curriculum may pertain to any aspect of data processing including modifications to existing systems introduced by customers. Gathers and assimilates information on subject matter, organizes and condenses material, and prepares course outline, handouts, and visual aid materials. Coordinates with subject matter experts to ensure that prepared courses meet stated objectives. May be required to instruct, train instructors or prepare/arrange for the preparation of automated training materials (such as video recorded training sessions, computer- aided tutorials, etc.). **Minimum Education:** BA/BS in

Computer Science, Adult Education, or other related field.

Commercial Job Title: Senior Training Specialist I **Minimum/General Experience:** One (1) year of related experience. **Functional Description:** Provides expertise in behavior and adult learning for the design and development of training programs. Assists project teams in identifying target audiences for training, defining learning objectives, establishing effective curricula and evaluating training sessions. Assists in the development of curricula, particularly with reference to scope, sequencing and pacing, for technical training. Assists in the design and development of self-teaching tutorials. **Minimum Education:** AA/AS in a related field.

Commercial Job Title: Senior Training Specialist II **Minimum/General Experience:** Three (3) years of related experience. **Functional Description:** Provides expertise in behavior and adult learning for the design and development of training programs. Advises and assists project teams in identifying target audiences for training, defining learning objectives, establishing effective curricula and evaluating training sessions. Assists in the development of curricula, particularly with reference to scope, sequencing and pacing, for technical training. Assists in the design and development of self-teaching tutorials. **Minimum Education:** AA/AS in related field.

Commercial Job Title: Senior Training Specialist III **Minimum/General Experience:** Five (5) years of related experience. **Functional Description:** Provides expertise in behavior and adult learning for the design and development of training programs. Advises and assists project teams in identifying target audiences for training, defining learning objectives, establishing effective curricula and evaluating training sessions. Assists in the development of curricula, particularly with reference to scope, sequencing and pacing, for technical training. Assists in the design and development of self-teaching tutorials. **Minimum Education:** BA/BS in related field.

Commercial Job Title: Senior Training Specialist IV **Minimum/General Experience:** Seven (7) years of related experience and knowledge of four (4) microcomputer or mainframe related subject areas. **Functional Description:** Provides expertise in behavior and adult learning for the design and development of training programs. Advises and assists project teams in identifying target audiences for training, defining learning objectives, establishing effective curricula and evaluating training sessions. Assists in the development of curricula, particularly with reference to scope, sequencing and pacing, for technical training. Assists in the design and development of self-teaching tutorials. **Minimum Education:** BA/BS in related field.

Commercial Job Title: Training Specialist I **Minimum/General Experience:** One (1) year of experience as a classroom trainer. **Functional Description:** Conducts technical and/or programmatic classroom training from a prepared syllabus. Assists in the development of technical training, particularly with reference sequencing and pacing. Provides feedback on student reaction to training. **Minimum Education:** AA/AS in a related field.

Commercial Job Title: Training Specialist II **Minimum/General Experience:** Two (2) years of experience as a classroom trainer. Knowledge of various methods of training delivery. **Functional Description:** Conducts technical and/or programmatic classroom training from a prepared syllabus. Assists in the development of technical training, particularly with reference sequencing and pacing.

Provides feedback on student reaction to training. Evaluates self-teaching tools (CBTs etc.).
Minimum Education: AA/AS in a related field.

Commercial Job Title: *Training Specialist III* **Minimum/General Experience:** Four (4) years experience as a classroom trainer and knowledge of two (2) microcomputer-related subject areas. Knowledge of various methods of training delivery. **Functional Description:** Conducts technical and/or programmatic classroom training from a prepared syllabus. Assists project teams in identifying training and defining learning objectives. Assists in the development of technical training, particularly with reference sequencing and pacing. Provides feedback on student reaction to training. Evaluates self-teaching tools (CBTs etc.). **Minimum Education:** BA/BS in a related field.

Commercial Job Title: *Training Specialist IV* **Minimum/General Experience:** Six (6) years experience as a classroom trainer and knowledge of two (2) microcomputer-related subject areas. Knowledge of various methods of training delivery. **Functional Description:** Conducts technical and/or programmatic classroom training from a prepared syllabus. Assists project teams in identifying training and defining learning objectives. Assists in the development of technical training, particularly with reference sequencing and pacing. Provides feedback on student reaction to training. Evaluate self-teaching tools (CBTs etc.) **Minimum Education:** BA/BS in a related field.

TECHNICAL SUPPORT FUNCTIONAL AREA

Commercial Job Title: *Senior Customer Service Technician* **Minimum/General Experience:** Minimum of six (6) years of work experience in the computer field, with a minimum of three (3) years in the help-desk area, and two (2) years at the senior level position. **Functional Description:** Isolates and advises users on services and technical assistance available and coordinates the provision of such assistance. Identifies causes of job failures and provides consultation with regard to problem resolution. Maintains records of all contacts with members of the user community, specifically the nature of the contact, the resolution of the problem, personnel involved and such other details as necessary to identify the types of problems encountered and the resolution of problems. Ascertains patterns and develops proposed procedural and operational changes to minimize or eliminate common or recurring problems. Develops or provides support for the development of guidance and training materials and updates. Implements developmental assignments covering studies and analysis of customer concerns and problems of a limited nature or participates as a member of a team or work group in the analysis of broad policy, planning or problem issues that affect the user community. Supervises Junior level help desk personnel. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: *Mid-Level Customer Service Technician* **Minimum/General Experience:** Four (4) years of work experience in the computer field, with a minimum of two (2) years in the help-desk area. **Functional Description:** Isolates and advises users on services and technical assistance available and coordinates the provision of such assistance. Identifies causes of job failures and provides consultation with regard to problem resolution. Maintains records of all contacts with members of the user community, specifically the nature of the contact, the resolution of the problem, personnel involved and such other details as necessary to identify the types of problems encountered and the resolution of problems. Ascertains patterns and develops proposed procedural and operational changes to minimize or eliminate common or recurring problems. Develops or provides

support for the development of guidance and training materials and updates. Implements developmental assignments covering studies and analysis of customer concerns and problems of a limited nature or participates as a member of a team or work group in the analysis of broad policy, planning or problem issues that affect the user community. Supervises Junior level help desk personnel. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Customer Service Technician **Minimum/General Experience:** Two (2) years work experience with a minimum of one (1) year in the computer field. **Functional Description:** Provides assistance and training to the user community regarding use of computer terminals, minicomputers and/or microcomputers operation and user-friendly software packages. Responds to technical assistance problems from users and advises on solutions to communications and operations-related problems or refers users to higher level technicians. Maintains records of contacts with users. Assists in the preparation and maintenance of user handbooks in training the user community. Participates as a member of a team or work group in the analysis of policy, planning or problem issues that affect the applicable agency. **Minimum Education:** AA/AS in a related field.

Commercial Job Title: Technical Administrator **Minimum/General Experience:** Five (5) years experience, at least two (2) years must be in a similar position. **Functional Description:** Serves as a Technical Administrator providing analytical support services to all levels of management; Develops and/or maintains extensive statistical records in spreadsheet (e.g. Lotus 123, Excel, etc.) and/or database (e.g. Access, Approach) software, including: financial data; hardware/software receipt, distribution, maintenance and inventories; mail management data; and information collection budget data; Maintains program libraries, procedures and technical production documentation; Prepares and maintains files of documented office policies and procedures; Communicates requests for action or information to proper personnel, interprets requests and assists with implementation action; Assists senior staff in project management by gathering milestone data and subsequently generating the appropriate project reports; Reviews report data in accordance with general instructions, priorities, policies, and program goals. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Senior Technical Assistant **Minimum/General Experience:** Four (4) years of related experience **Functional Description:** Serves as a Senior Technical Assistant providing a wide range of support services to higher level personnel engaged in production management responsibilities; Reviews project management report data. Assists in the maintenance of program libraries, procedural and technical production documentation, and technical publications; Maintains library of publications, procedures, manuals, etc.; Supports other specialists by submitting and retrieving information through a network microcomputer; Converts a variety of narrative and tabular material, such as correspondence, complicated statistical tabular reports, manuals, charts, and special technical projects with lengthy detailed specifications, from rough draft into final form, using word processing and spreadsheet software; Assists and/or directs other Technical Assistants in the use of word processing and spreadsheet software, and troubleshoots problem areas; Trains and directs the efforts of Technical Assistants; **Minimum Education:** BA/BS in Computer Science, Journalism or related field.

Commercial Job Title: Mid-Level Technical Assistant **Minimum/General Experience:** Three (3) years of related experience in positions of comparable requirements; **Functional Description:**

Prepares materials needed for technical conferences, technical correspondence, appointments, technical meetings, telephone calls, etc., and informs officials of matters to be considered; Analyzes publications, regulations, and directives. Prepares both manual and automated special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, and correspondence; and advises subordinates on new procedures, requests information needed for periodic or special conferences, reports, inquiries, etc. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: *Technical Assistant* **Minimum/General Experience:** Two (2) years of related experience in positions of comparable requirements; **Functional Description:** Assists in preparing materials for technical conferences, technical correspondence, appointments, technical meetings, telephone calls, etc., Assists in composition of technical correspondence. Assists with preparation of both manual and automated special or onetime reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, and correspondence and advises on new procedures, requests information needed for periodic or special conferences, reports, inquiries, etc. **Minimum Education:** AA/AS in a related field.

Commercial Job Title: *Assistant* **Minimum/General Experience:** One (1) year of related experience in positions of comparable requirements; **Functional Description:** Assists in preparing materials for technical conferences, technical correspondence, appointments, technical meetings, telephone calls, etc., Assists in composition of correspondence about administrative matters and general office policies for approval, based on a knowledge of the view of officials; Prepares, under general direction, both manual and automated special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, and correspondence; and advises subordinates on new procedures, requests information needed for periodic or special conferences, reports, inquiries, etc. **Minimum Education:** AA/AS in a related field.

Commercial Job Title: *Administrative Specialist I* **Minimum/General Experience:** One (1) year of general business experience. **Functional Description:** Assists management in project/task cost containment and cost management activities. Assists management in technical administration, contract administration and facility operation activities. Supervises subordinate administrative and support staff. **Minimum Education:** AA/AS in a related field.

Commercial Job Title: *Administrative Specialist II* **Minimum/General Experience:** Two (2) years of general business experience including specialized costing experience in Technical environment. **Functional Description:** Assists management in project/task cost containment and cost management activities. Assists management in technical administration, contract administration and facility operation activities. Supervises subordinate administrative and support staff. **Minimum Education:** AA/AS in a related field.

Commercial Job Title: *Administrative Specialist III* **Minimum/General Experience:** Four (4) years of general business experience including specialized costing experience in Technical environment. **Functional Description:** Assists management in project/task cost containment and cost management activities. Assists management in technical administration, contract administration and

facility operation activities. Supervises subordinate administrative and support staff. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Administrative Specialist IV **Minimum/General Experience:** Six (6) years of general business experience including specialized costing experience in Technical environment. **Functional Description:** Assists management in project/task cost containment and cost management activities. Assists management in technical administration, contract administration and facility operation activities. Supervises subordinate administrative and support staff. **Minimum Education:** BA/BS in a related field.

Commercial Job Title: Secretary I **Minimum/General Experience:** Two (2) years general experience. **Functional Description:** Assists in generation of contract related technical and administrative correspondence. Performs typing, filing, administrative, and clerical duties. Receives and distributes incoming correspondence. Maintains filing and tracking system for easy retrieval of correspondence. Keeps managers abreast of office and/or project activities. Assists in preparing management and technical progress reports. **Minimum Education:** High School Diploma.

Commercial Job Title: Secretary II **Minimum/General Experience:** Four (4) years general experience including one (1) year of specialized experience. **Functional Description:** Assists in generation of contract related technical and administrative correspondence. Performs typing, filing, administrative, and clerical duties. Receives and distributes incoming correspondence. Maintains filing and tracking system for easy retrieval of correspondence. Keeps managers abreast of office and/or project activities. Assists in preparing management and technical progress reports. **Minimum Education:** AA/AS in a related field or High School Diploma with formal secretarial training certification.

Commercial Job Title: Secretary III **Minimum/General Experience:** Six (6) years general experience including three (3) years of specialized experience. **Functional Description:** Generates contract related technical and administrative correspondence. Performs typing, filing, administrative, and clerical duties of a complex nature. Receives and distributes incoming correspondence. Maintains filing and tracking system for easy retrieval of correspondence. Keeps managers abreast of office and/or project activities. Assists in preparing management and technical progress reports. **Minimum Education:** AA/AS with formal secretarial training certification.

Commercial Job Title: Secretary IV **Minimum/General Experience:** Eight (8) years general experience including four (4) years of specialized experience **Functional Description:** Generates contract related technical and administrative correspondence. Performs typing, filing, administrative, and clerical duties of a complex nature. Receives and distributes incoming correspondence. Maintains filing and tracking system for easy retrieval of correspondence. Keeps managers abreast of office and/or project activities. Assists in preparing management and technical progress reports. **Minimum Education:** BA/BS in a related field or AA/AS with formal secretarial training certification.

Commercial Job Title: Clerical Specialist I **Minimum/General Experience:** One (1) year of general work experience. **Functional Description:** Organizes and maintains collection of technical

documents, books, reports, microfilm and similar media for responding to staff requests. Maintains accurate data entry to automated document control systems and non-automated document control logs. May prepare documents for archival processes such as microfilming for storage at Federal Record Center. **Minimum Education:** High School Diploma.

Commercial Job Title: *Clerical Specialist II* **Minimum/General Experience:** Two (2) years general work experience including one (1) year of clerical work experience in technical environment. **Functional Description:** Organizes and maintains collection of technical documents, books, reports, microfilm and similar media for responding to staff requests. Maintains accurate data entry to automated document control systems and non-automated document control logs. May prepare documents for archival processes such as microfilming for storage at Federal Record Center. **Minimum Education:** High School Diploma.

Commercial Job Title: *Clerical Specialist III* **Minimum/General Experience:** Four (4) years general work experience including two (2) years of clerical work experience in technical environment. **Functional Description:** Organizes and maintains collection of technical documents, books, reports, microfilm and similar media for responding to staff requests. Maintains accurate data entry to automated document control systems and non-automated document control logs. May prepare documents for archival processes such as microfilming for storage at Federal Record Center. **Minimum Education:** AA/AS in a related field.

Commercial Job Title: *Clerical Specialist IV* **Minimum/General Experience:** Six (6) years general work experience including three (3) years of clerical work experience in technical environment. **Functional Description:** Organizes and maintains collection of technical documents, books, reports, microfilm and similar media for responding to staff requests. Maintains accurate data entry to automated document control systems and non-automated document control logs. May prepare documents for archival processes such as microfilming for storage at Federal Record Center. **Minimum Education:** AA/AS in a related field.

Commercial Job Title: *Graphics Illustrator I* **Minimum/General Experience:** Two (2) years of experience in graphic art production. **Functional Description:** Responsible for planning, laying out, and executing illustrations in black and white or color, and illustrating technical or scientific materials in one or more of the commonly used art media, and using COTS computer tools applicable to support the requirements. Designs, develops, and delivers comprehensive integrated graphics to meet customer requirements; Plans presentations that typically include illustrations, photographs, video, animation, and/or text. Supervises other Graphic Illustrators. **Minimum Education:** High school diploma.

Commercial Job Title: *Graphics Illustrator II* **Minimum/General Experience:** Two (2) years of related experience including experience with at least one (1) microcomputer COTS graphics packages; **Functional Description:** Responsible for planning, laying out, and executing illustrations in black and white or color, and illustrating technical or scientific materials in one or more of the commonly used art media, and using COTS computer tools applicable to support the requirements. Designs, develops, and delivers comprehensive integrated graphics to meet customer requirements; Plans presentations that typically include illustrations, photographs, video, animation, and/or text.

Supervises other Graphic Illustrators. **Minimum Education:** AA/AS in Computer Multimedia, Graphic Arts or related field.

Commercial Job Title: *Graphics Illustrator III* **Minimum/General Experience:** Three (3) years of related experience including experience with at least two (2) microcomputer COTS graphics packages; **Functional Description:** Responsible for planning, laying out, and executing illustrations in black and white or color, and illustrating technical or scientific materials in one or more of the commonly used art media, and using COTS computer tools applicable to support the requirements. Designs, develops, and delivers comprehensive integrated graphics to meet customer requirements; Plans presentations that typically include illustrations, photographs, video, animation, and/or text. Supervises other Graphic Illustrators. **Minimum Education:** AA/AS in Computer Multimedia, Graphic Arts or related field.

Commercial Job Title: *Graphics Illustrator IV* **Minimum/General Experience:** Four (4) years of related experience including experience with at least four (4) microcomputer COTS graphics packages; **Functional Description:** Responsible for planning, laying out, and executing illustrations in black and white or color, and illustrating technical or scientific materials in one or more of the commonly used art media, and using COTS computer tools applicable to support the customer requirements. Designs, develops, and delivers comprehensive integrated graphics to meet customer requirements; Plans presentations that typically include illustrations, photographs, video, animation, and/or text. Supervises other Graphic Illustrators. **Minimum Education:** BA/BS in Computer Multimedia, Graphic Arts or related field.

LABOR CATEGORY TITLES, CUSTOMER SITE, CONTRACTOR SITE RATES

LABOR CATEGORY	HOURLY RATES	
	Customer Site	Contractor Site
Project Manager I	\$ 102.92	\$ 133.47
Project Manager II	\$ 117.74	\$ 152.68
Project Manager III	\$ 126.79	\$ 164.39
Task Manager I	\$ 82.37	\$ 106.80
Task Manager II	\$ 95.85	\$ 124.28
Task Manager III	\$ 97.76	\$ 126.76
Technical Manager I	\$ 73.92	\$ 95.85
Technical Manager II	\$ 84.78	\$ 109.92
Technical Manager III	\$ 96.77	\$ 125.47
Expert Consultant I	\$ 95.11	\$ 123.33
Expert Consultant II	\$ 118.89	\$ 154.16
Expert Consultant III	\$ 144.73	\$ 187.68
Expert Consultant IV	\$ 155.08	\$ 201.08
Expert Consultant V	\$ 165.42	\$ 214.49
Expert Consultant VI	\$ 175.75	\$ 227.91
Principal Technical Specialist	\$ 105.18	\$ 136.39
Senior Technical Specialist	\$ 96.94	\$ 125.70
Technical Specialist	\$ 89.51	\$ 116.04
Computer Security Specialist I	\$ 72.41	\$ 93.88
Computer Security Specialist II	\$ 86.89	\$ 112.67
Computer Security Specialist III	\$ 104.27	\$ 135.19
Computer Security Specialist IV	\$ 125.12	\$ 162.24
Senior Systems Engineer	\$ 92.19	\$ 117.58
Mid-Level Systems Engineer	\$ 83.72	\$ 106.79
Systems Engineer	\$ 82.04	\$ 104.64
Senior Systems Analyst	\$ 76.63	\$ 97.75
Systems Analyst	\$ 71.38	\$ 91.05
Senior Systems Developer	\$ 96.99	\$ 123.72
Systems Developer	\$ 87.78	\$ 111.98
Webmaster	\$ 74.61	\$ 95.19
Senior Systems Programmer	\$ 79.72	\$ 101.69
Systems Programmer	\$ 74.50	\$ 95.03
Senior Programmer/Analyst	\$ 92.45	\$ 117.91
Programmer/Analyst	\$ 79.59	\$ 101.51
Senior Integration & Test Engineer	\$ 96.99	\$ 123.71

Integration & Test Engineer	\$ 85.24	\$ 108.72
Senior Configuration/Data Management Analyst	\$ 92.60	\$ 118.12
Configuration/Data Management Analyst	\$ 79.87	\$ 101.88
Senior Computer Specialist	\$ 77.68	\$ 99.07
Computer Specialist	\$ 66.91	\$ 85.35
Senior Software Engineer	\$ 105.00	\$ 133.93
Software Engineer	\$ 98.85	\$ 126.10
Senior Quality Assurance Analyst	\$ 91.61	\$ 116.85
Quality Assurance Analyst	\$ 82.22	\$ 104.88
Senior Database Analyst	\$ 94.15	\$ 120.09
Database Analyst	\$ 87.57	\$ 111.70
Database Administrator I	\$ 51.16	\$ 65.25
Database Administrator II	\$ 60.70	\$ 77.43
Database Administrator III	\$ 86.76	\$ 110.67
Database Administrator IV	\$ 100.44	\$ 128.11
Technical Writer I	\$ 38.01	\$ 48.47
Technical Writer II	\$ 42.28	\$ 53.93
Technical Writer III	\$ 58.24	\$ 74.28
Technical Writer IV	\$ 66.81	\$ 85.23
Senior Data Technician	\$ 48.19	\$ 61.46
Data Technician	\$ 40.83	\$ 52.08
Senior Program Management Technologist	\$ 131.29	\$ 167.45
Program Management Technologist	\$ 122.14	\$ 155.78
Senior Program Management Specialist	\$ 101.98	\$ 130.08
Program Management Specialist	\$ 95.74	\$ 122.10
Senior Information Management Technologist	\$ 91.40	\$ 116.58
Information Management Technologist	\$ 83.35	\$ 106.30
Senior Management Analyst	\$ 99.25	\$ 126.59
Management Analyst	\$ 85.29	\$ 108.79
Senior Cost Analyst	\$ 76.18	\$ 97.17
Cost Analyst	\$ 59.46	\$ 75.86
Senior Telecommunications Engineer	\$ 92.50	\$ 117.99
Telecommunications Engineer	\$ 86.40	\$ 110.21
Communications Specialist I	\$ 43.38	\$ 55.33
Communications Specialist II	\$ 55.48	\$ 70.76
Communications Specialist III	\$ 58.09	\$ 74.10
Communications Specialist IV	\$ 65.91	\$ 84.06
Senior Network Engineer	\$ 90.81	\$ 115.83
Network Engineer	\$ 87.47	\$ 111.57

Senior Network Analyst	\$ 90.81	\$ 115.83
Network Analyst	\$ 86.51	\$ 110.34
Senior Network Specialist	\$ 74.51	\$ 95.04
Network Specialist	\$ 72.45	\$ 92.42
Senior Network Administrator	\$ 76.13	\$ 97.10
Mid-Level Network Administrator	\$ 67.02	\$ 85.48
Network Administrator	\$ 60.64	\$ 77.35
Senior Curriculum Development Specialist I	\$ 61.13	\$ 77.98
Senior Curriculum Development Specialist II	\$ 71.94	\$ 91.76
Senior Curriculum Development Specialist III	\$ 77.74	\$ 99.13
Senior Curriculum Development Specialist IV	\$ 85.65	\$ 109.37
Curriculum Development Specialist I	\$ 58.49	\$ 74.59
Curriculum Development Specialist II	\$ 62.68	\$ 79.95
Curriculum Development Specialist III	\$ 73.34	\$ 93.55
Curriculum Development Specialist IV	\$ 78.59	\$ 100.23
Senior Training Specialist I	\$ 62.17	\$ 79.31
Senior Training Specialist II	\$ 67.30	\$ 85.85
Senior Training Specialist III	\$ 71.04	\$ 90.61
Senior Training Specialist IV	\$ 73.98	\$ 94.36
Training Specialist I	\$ 41.09	\$ 52.41
Training Specialist II	\$ 48.21	\$ 61.52
Training Specialist III	\$ 58.32	\$ 74.38
Training Specialist IV	\$ 60.19	\$ 76.76
Senior Customer Service Technician	\$ 81.80	\$ 104.33
Mid-Level Customer Service Technician	\$ 71.97	\$ 91.80
Customer Service Technician	\$ 57.86	\$ 73.79
Technical Administrator	\$ 58.17	\$ 74.21
Senior Technical Assistant	\$ 55.62	\$ 70.94
Mid-Level Technical Assistant	\$ 50.32	\$ 64.19
Technical Assistant	\$ 43.49	\$ 55.48
Assistant	\$ 36.18	\$ 46.14
Administrative Specialist I	\$ 30.08	\$ 38.37
Administrative Specialist II	\$ 32.88	\$ 41.94
Administrative Specialist III	\$ 34.49	\$ 44.01
Administrative Specialist IV	\$ 41.19	\$ 52.54
Secretary I	\$ 36.85	\$ 47.01
Secretary II	\$ 39.22	\$ 50.01
Secretary III	\$ 41.63	\$ 53.09
Secretary IV	\$ 44.52	\$ 56.79

Clerical Specialist I	\$ 27.51	\$ 35.09
Clerical Specialist II	\$ 30.05	\$ 38.31
Clerical Specialist III	\$ 34.93	\$ 44.56
Clerical Specialist IV	\$ 39.10	\$ 49.88
Graphics Illustrator I	\$ 53.53	\$ 68.29
Graphics Illustrator II	\$ 59.96	\$ 76.48
Graphics Illustrator III	\$ 65.39	\$ 83.40
Graphics Illustrator IV	\$ 74.32	\$ 94.81

All prices include the 0.75% Industrial Funding Fee