

## LABOR CATEGORY DESCRIPTIONS

<u>Labor Categories</u>	<u>Education</u>	<u>Years Experience</u>
Systems Analyst II	BA/BS	3
Systems Analyst III	BA/BS	5
Network Engineer II	BA/BS	2
Help Desk Analyst I	*	6 months
Help Desk Analyst II	*	1
Information Systems Analyst I	BA/BS	5
Information Systems Analyst II	BA/BS	8
Information Systems Analyst III	BA/BS	10
Project Manager/Task Lead	BA/BS	7
Program Manager	BA/BS	10
System Administrator I	AA/AS	6 months
Systems Engineer I	BA/BS	6 months
Systems Engineer II	BA/BS	3

\* See Labor Category Descriptions for Specialized Training and Minimum Qualifications Resumes shall be provided to the GSA Contracting Officer or user Agency upon request.

### Education/Experience Substitutions

The following presents the allowable substitutions based on education and experience:

- Four (4) years' experience (in addition to minimum experience requirements) may be substituted for a Bachelor's degree.
- Two (2) years' experience (in addition to minimum experience requirements and Bachelor's degree) may be substituted for a Master's degree.
- For categories where a Bachelor's degree is required, a Master's degree may be substituted for two (2) years' experience; or a doctoral degree may be substituted for three (3) years' experience.
- Successful completion of each course in specialized or emerging technology (for example: Windows 2000/XP, Oracle, Powerbuilder, Web development,

internet/intranet security, and XML, etc.) may be substituted for one year of experience.

- For the categories of Network Engineer I, Network Engineer II and Network Engineer II a Certificate in a related technology (certified Network Engineer, for example) may be substituted for the degree requirement.

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#### 1. Systems Analyst II

##### Minimum/General Experience:

Must have at least three years of computer experience in assignments of a technical nature working under close supervision and direction. Must have at least one year experience in analyzing and programming applications on large-scale or mid-tier computers (or LAN-based) with a minimum of one year of design and programming of moderately complex ADP systems.

##### Functional Responsibility:

Develops requirements for information systems from a project's inception to conclusion. Develops required specifications for simple to moderately complex systems. Assists senior computer systems analyst in preparing input and test data for the proposed system.

#### 2. Systems Analyst III

##### Minimum/General Experience:

Must have five years of computer experience in information systems design and management. At least three years of experience in analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems.

##### Functional Responsibility:

Analyzes and develops computer software processing a wide range of capabilities, including numerous engineering, business, and records management duties. Develops plans for systems from project inception to conclusion. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

#### 3. Network Engineer II

##### Minimum/General Experience:

Must have at least two 2 years' related network design/administration experience. Also requires knowledge of the principles, methods, and techniques used in network administration and engineering plus knowledge of and ability to use relevant hardware, software and other equipment. Certification in specific applications may be required, depending on job assignment.

Functional Responsibility:

Analyzes local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media with concentrators, bridges, and other devices; resolves interoperability problems to obtain operations across all platforms including email, file transfer, multimedia, teleconferencing, and the like; configures systems to user requirements; supports the acquisition of hardware and software as well as subcontractor services as needed; performs various tests and documents results; administers and maintains local and wide area networks; provides technical support and troubleshooting to users; plans network layout design; may administer network security.

4. Help Desk Analyst I

Minimum/General Experience:

Requires no experience or up to one year directly related experience in help desk or network support. Also requires basic knowledge of the principles, methods, and techniques used in network troubleshooting and support as well as modems, data scopes, patch panels, concentrators, associated terminals, and network management software. Knowledge of or certification in one or more specific applications or processes may be required, depending on job assignment.

Functional Responsibility:

Assists with the installation, configuration, and upgrade of computer hardware and software; provides end-user software troubleshooting and support; applies basic diagnostic techniques to identify problems, investigate causes, and recommend solutions; provides network troubleshooting and support; assists in the administration of e-mail systems; provides phone and help-desk support for local and off-site users.

5. Help Desk Analyst II

Minimum/General Experience:

Must have at least one year directly related experience in help desk or network support. Also requires knowledge of the principles, methods, and techniques used in network troubleshooting and support as well as modems, data scopes, patch panels, concentrators, associated terminals, and network management software. Knowledge of or certification in one or more specific applications or processes may be required, depending on job assignment.

Functional Responsibility:

Participates in the installation, configuration, and upgrade of computer hardware and software; provides end-user software troubleshooting and support; applies diagnostic techniques to identify problems, investigate causes, and recommend solutions; provides network troubleshooting and support; assists in the administration of e-mail systems; provides phone and help-desk support for local and off-site users.

6. Information Systems Analyst I

Minimum/General Experience:

Must have a minimum of five years' experience, of which at least two years must be

specialized in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: two years' experience in the implementation of information engineering projects and experience in systems analysis; design and programming using CASE and IE tools and methods. Two years business/functional experience is desirable, to support the business modeling activities. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility:

Applies a business-wide set of disciplines for the planning, analysis, design and construction of information systems on a business-wide basis or across a major sector of the business. Performs business strategic systems planning, information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools such as Integrated Computer Aided Software Engineering (I-CASE) tools. Applies reverse engineering and reengineering disciplines to develop migration strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools.

7. Information Systems Analyst II

Minimum/General Experience:

Must have at least eight years' experience, of which at least five must be specialized in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using CASE and IE tools and methods and three to five years of business or functional experience. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility:

Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Construct sound, logical business improvement opportunities consistent with the CIM guiding principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to staff.

8. Information Systems Analyst III

Minimum/General Experience:

Must have at least ten years' experience in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. A minimum of five years' experience is required in the following: demonstrated experience in managing the implementation of

information engineering projects and experience in systems analysis, design and programming using CASE and IE tools and methods. Proven managerial and supervisory skills. Demonstrated exceptional written and oral communications skills, including giving formal presentations to different audiences. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility:

Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools such as Integrated Computer Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools.

9. Project Manager

Minimum/General Experience:

Must have seven years of general experience including five years of specialized experience of which two years were direct supervisory experience.

Functional Responsibility:

Monitors each task, and keeps the Program 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 the complete systems development effort. May serve as a technical authority for a design area. As a staff specialist or consultant, resolves unique and unyielding systems problems using new technology. Can complete tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to contractor management and government representatives, including the government contracting officer.

10. Program Manager I

Minimum/General Experience:

Must have at least ten years' experience, of which at least six years must be specialized. Specialized experience includes: complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in the tasks similar to the sample tasks provided in the statement of work, proven expertise in the management and control of funds and resources, demonstrated capability in managing multi-task contracts of this type and complexity. General experience includes increasing responsibilities in information systems design and management

Functional Responsibility:

Serves as the contractor's contract manager, and shall be the contractor's authorized

interface with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance and shall not serve in any other capacity. Ability to manage and ensure the successful completion multiple technical tasks in assigned program(s)

#### 11. Systems Administrator I

Minimum/General Experience:

Requires no experience or up to one year directly related experience. Also requires basic knowledge of the principles, methods, and techniques used for troubleshooting systems.

Functional Responsibility: Performs systems installation and integration of computer operating system software, network software, application software, computer hardware, and supporting network or telecommunications systems. Investigates and resolves operational problems in conjunction with other engineering and technical personnel.

#### 12. Systems Engineer I

Minimum/General Experience:

Requires no experience or up to one year directly related experience in hardware systems engineering. Also requires knowledge of the principles, methods, and techniques used in the engineering, development, maintenance, and application of multiple operating systems; knowledge of or certification in one or more specific applications or processes may be required, depending on job assignment; must have the ability to write, maintain, and modify technical documentation/specifications.

Functional Responsibility:

Assists in the design, development, analysis, installation, maintenance, operation and servicing of computer operating/hardware systems; provides customer support; works under direct supervision; does related work as required.

#### 13. Systems Engineer II

Minimum/General Experience:

Must have three years' experience of which at least one year must be specialized. Specialized experience includes: analytically solving workflows, organization, and/or planning problems. General experience includes increasing responsibilities in systems engineering.

Functional Responsibility:

Designs software tools and subsystems to support software reuse and domain analysis. Interprets software requirements and design specifications to code, and integrates and tests software components.

**Schedule Pricelist**

<b><u>Proposed Labor Category</u></b>	<b><u>Rate</u></b>
Systems Analyst II	\$ 89.06
Systems Analyst III	\$ 97.45
Network Engineer II	\$ 92.01
Help Desk Analyst I	\$ 46.02
Help Desk Analyst II	\$ 57.66
Information Systems Analyst I	\$ 63.92
Information Systems Analyst II	\$ 69.15
Information Systems Analyst III	\$ 74.39
Project Manager/Task Lead	\$ 99.54
Program Manager	\$ 110.83
System Administrator I	\$ 67.39
Systems Engineer I	\$ 65.26
Systems Engineer II	\$ 95.71