



**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/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 is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>

**SCHEDULE TITLE:** Federal Supply Schedule 70: General Purpose Commercial Information Technology Equipment, Software, and Services

**CONTRACT NUMBER:** GS-35F-0375V

**CONTRACT PERIOD:** April 21, 2009 through April 20, 2019

**Price List Current through Modification PO-0003, effective 04/21/14**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [www.fss.gsa.gov](http://www.fss.gsa.gov)

**CONTRACTOR:** Progressive Expert Consulting, Inc.  
650 James Street  
Syracuse, NY 13203  
Phone number: 315-446-6160  
Email: [fengb@pecinc.com](mailto:fengb@pecinc.com)  
Internet: [www.pecinc.com](http://www.pecinc.com)

**BUSINESS SIZE:** Small, disadvantaged, woman owned

**CUSTOMER INFORMATION:**

**1a. TABLE OF AWARDED SPECIAL ITEM NUMBER (SIN)**

SIN	DESCRIPTION
132-51	Professional IT Services

**1b. LOWEST PRICED ITEM**

SIN	PRODUCT NO.	PRICE
132-51	Clerical II	\$64.68

**1c. HOURLY RATES:** see price list

**2. MAXIMUM ORDER\*:**

132-51	<b>\$500,000 per order per SIN</b>
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\*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, contract 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:** 48 States, D.C.
5. **POINT(S) OF PRODUCTION:** US
6. **DISCOUNT FROM LIST PRICES:** All prices included herein are NET. Discounts have been deducted.
7. **QUANTITY DISCOUNT(S):** *\$300,000 to \$399,999 Additional 2% Discount*  
*\$400,000+ Additional 3% Discount*
8. **PROMPT PAYMENT TERMS:** Net 30 Days
- 9a. **GOVERNMENT PURCHASE CARDS MUST BE ACCEPTED AT OR BELOW THE MICRO-PURCHASE THRESHOLD.**
- 9b. **GOVERNMENT PURCHASE CARDS ARE ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD.**
10. **FOREIGN ITEMS:** N/A
- 11a. **TIME OF DELIVERY:** As negotiated between Agency and Contractor
- 11b. **EXPEDITED DELIVERY:** Contact Contractor
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** N/A
- 11d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor's representative to effect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. **FOB POINT:** Destination
- 13a. **ORDERING ADDRESS:** Progressive Expert Consulting, Inc., 650 James Street, Syracuse, New York, 13203, Attention: Betty Feng
- 13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (PBA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
14. **PAYMENT ADDRESS:** Progressive Expert Consulting, Inc., 650 James Street, Syracuse, New York, 13203, Attention: Betty Feng
15. **WARRANTY PROVISION:**  

SIN 132-51	Standard Commercial Warranty
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16. **EXPORT PACKING CHARGES:** N/A.
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** (any thresholds above the micro-purchase level). Progressive Expert Consulting, Inc., will accept payment by the Government Purchase Card in accordance with the requirements of Clause 552.232-79 for sales under and above the micro-purchase threshold of \$3,000.
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A.
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LIST AND ANY DISCOUNTS FROM THE LIST PRICES (IF APPLICABLE):** N/A
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A

- 23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g., recycled content, energy efficiency, and/or reduced pollutants):** None
- 24b. **SECTION 508 COMPLIANCE FOR EIT:** [www.pecinc.com](http://www.pecinc.com)
- 25. **DUNS NUMBERS:** 78-164-3267
- 26. **NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:** Registration valid until July 26, 2014.

<u>NO.</u>	<u>LABOR CATEGORY</u>	<u>GSA Net Price</u> 4/21/14 - 4/20/15	<u>GSA Net Price</u> 4/21/15 - 4/20/16	<u>GSA Net Price</u> 4/21/16 - 4/20/17	<u>GSA Net Price</u> 4/21/17 - 4/20/18	<u>GSA Net Price</u> 4/21/18 - 4/20/19
<b>General Management</b>						
1	Director	\$158.12	\$161.13	\$164.19	\$167.31	\$170.49
2	Program Manager	\$140.23	\$142.89	\$145.61	\$148.37	\$151.19
3	Account Manager	\$129.59	\$132.05	\$134.56	\$137.12	\$139.72
4	Task Team Leader	\$131.96	\$134.47	\$137.02	\$139.63	\$142.28
<b>System Integration</b>						
5	Systems Integration Technical Director	\$159.02	\$162.04	\$165.12	\$168.25	\$171.45
6	Senior Systems Integration Specialist	\$130.92	\$133.41	\$135.95	\$138.53	\$141.16
7	Systems Integration Specialist	\$128.72	\$131.16	\$133.66	\$136.19	\$138.78
<b>Engineering Services</b>						
9	Principal Engineer	\$136.54	\$139.14	\$141.78	\$144.47	\$147.22
<b>Network Services</b>						
12	Network Specialist	\$155.67	\$158.63	\$161.64	\$164.71	\$167.84
13	Local Area Network Specialist	\$153.85	\$156.77	\$159.75	\$162.79	\$165.88
14	Telecommunications Analyst	\$144.35	\$147.10	\$149.89	\$152.74	\$155.64
<b>Web Based Management and Services</b>						
17	Internet/Intranet Project Manger	\$124.06	\$126.41	\$128.82	\$131.26	\$133.76
19	Internet/Intranet Senior System Engineer	\$116.89	\$119.11	\$121.37	\$123.68	\$126.03
20	Web Based Application Developer	\$108.72	\$110.78	\$112.89	\$115.03	\$117.22
21	Homepage developer	\$90.64	\$92.36	\$94.11	\$95.90	\$97.72
<b>Computer System Service and Operation Services</b>						
25	Senior Systems Analyst	\$135.07	\$137.64	\$140.25	\$142.92	\$145.63
26	Systems Analyst	\$116.67	\$118.89	\$121.15	\$123.45	\$125.80
30	Information Technology Specialist, Senior	\$99.63	\$101.52	\$103.45	\$105.42	\$107.42
34	Computer System Operator	\$95.68	\$97.50	\$99.35	\$101.24	\$103.16
<b>Computer Programming Services</b>						
35	Computer Programmer Analyst III	\$122.71	\$125.04	\$127.42	\$129.84	\$132.31
39	Computer Programmer	\$104.48	\$106.46	\$108.48	\$110.55	\$112.65
<b>Computer Database Sevices</b>						
40	Database Specialist	\$136.48	\$139.07	\$141.71	\$144.41	\$147.15
43	Database Programmer II	\$117.22	\$119.45	\$121.71	\$124.03	\$126.38
<b>CALS, IEEETM&lt; EC, Procurement Services and Publishing</b>						
48	Technical Writer	\$112.12	\$114.25	\$116.42	\$118.63	\$120.88
49	Administrative Support	\$89.31	\$91.01	\$92.74	\$94.50	\$96.30
52	Clerical II	\$63.88	\$65.10	\$66.33	\$67.59	\$68.88

<u>NO.</u>	<u>LABOR CATEGORY</u>	<u>GSA Net Price</u> 4/21/14 - 4/20/15	<u>GSA Net Price</u> 4/21/15 - 4/20/16	<u>GSA Net Price</u> 4/21/16 - 4/20/17	<u>GSA Net Price</u> 4/21/17 - 4/20/18	<u>GSA Net Price</u> 4/21/18 - 4/20/19
	<b>Training Services</b>					
53	Training Developer	\$119.83	\$122.10	\$124.42	\$126.79	\$129.20
54	Sr. Training Administrator	\$112.08	\$114.21	\$116.38	\$118.60	\$120.85
57	Technical Training Specialist	\$95.48	\$97.30	\$99.15	\$101.03	\$102.95
60	Graphics Designer	\$102.61	\$104.56	\$106.54	\$108.57	\$110.63

## LABOR CATEGORIES

### 1. Commercial Job Title: Director

Minimum/General Experience: 15+ years management experience. Demonstrated written and oral communication skills necessary for effective management.

Functional Responsibility: Provide executive guidance to agency heads, directors, and senior managers on quality improvement. Design, organize, lead, and conduct executive level workshops, training sessions, pilot projects, organizational readiness surveys, and customer focus groups. Manage senior consultants and analysts to support and improve clients' requests. Responsible for compliance with company policy on equal employment opportunity and affirmative action in all personnel actions and other management related issues. Give lectures, speeches or write articles, plus other management routines.

Minimum Education: M.S. in Engineering.

### 2. Commercial Job Title: Program Manager

Minimum/General Experience: 10+ years directly related work experience in the specialized area of responsibility to include formal assignment in a managerial capacity.

Functional Responsibility: Receive assignments in the form of objectives and establishes goals to meet the objectives. Schedule and allocate work, provide advice, guidance, and training to subordinates, and recommend/determine personnel actions to achieve goals in accordance with established policies. Establish and recommend changes to policies. Frequently interact with subordinates, customers, peer groups and senior management. Responsible for managing a contract or information technology program to ensure that implementation and prescribed activities are carried out in accordance with specified objectives. Direct and coordinate program activities and exercises control over personnel responsible for specific functions. Review and evaluate work performance of subordinates. Prepare program reports for superiors. Control expenditures in accordance with budget allocations. Perform other managerial duties as required.

Minimum Education: M.S. in Engineering.

### 3. Commercial Job Title: Account Manager

Minimum/General Experience: 8+ years of progressive experience in the area of administration and technical management of large scale information systems development, implementation, and maintenance efforts. Demonstrated written and oral communication skills necessary for effective management of projects. Demonstrated project management ability, including the management and coordination of technical and non-technical personnel, experience developing feasibility assessments, identification of resources needed, and the estimation of time frames and costs.

Functional Responsibility: The Account Manager plans, directs, and manages the work activity of contract personnel. This includes overseeing the preparation, submission, and accuracy of all required paperwork including resumes, requests for travel, status reports, and financial statements. The Account Manager is responsible for ensuring timely billing, resource reports are provided monthly report. The Account Manager will ensure that assigned technical staff produces quality products that are in conformance with specified standards and methodologies. Interview production and other personnel and read journals, reports and other material to become familiar with product technologies and production methods. Review

manufacturer's and trade catalogs, drawings and other data relative to operation and enhancement of equipment. Organize material and complete writing assignments with regard to order, clarity, conciseness, style, and terminology.

Minimum Education: B.S. in Engineering.

#### **4. Commercial Job Title: Task Team Leader**

Minimum/General Experience: 5+ years of professional work experience that provides the required knowledge and skill set. Ability to work with Government contracts personnel is desirable.

Functional Responsibility: Define and direct technical specification and tasks to be performed by team members, define target dates of tasks and subtasks. Provide guidance and assistance in coordinating output and ensuring the technical adequacy of the end product.

Minimum Education: B.S. in Engineering.

#### **5. Commercial Job Title: System Integration Technical Director**

Minimum/General Experience: 5+ years experience in management or implementation of large programs in one of the following fields: operations, technology innovations, business operations, program management, software engineering, design engineering.

Functional Responsibility: Manage the design, operational use and functional characteristics of large programs, e.g. scanning, workstation, optical storage, and index subsystems of digital imaging systems, or the input processing, network transmission, security, network management, and control subsystems of digital communications systems.

Minimum Education: B.S. in Engineering.

#### **6. Commercial Job Title: Senior Systems Integration Specialist**

Minimum/General Experience: 3+ years experience in completing the design, development, testing, or implementation of DoD or other Government standard compliant digital imaging or communications system, plus two years of communications technology management experience.

Functional Responsibility: Develop and manage large automated systems integration projects that incorporate digital imaging or digital communications technology. Develop and manage standards-compliant software utilizing but not limited to the following programming languages: C, DOS, VMS, TCP/IP, or UNIX. Responsible for the interfaces, design details and integration of the systems including digital imaging or digital communications systems.

Minimum Education: B.S. in Engineering.

#### **7. Commercial Job Title: Systems Integration Specialist**

Minimum/General Experience: 2+ years experience in completing the design, development, testing, or implementation of DoD or other Government standard compliant digital imaging or communications systems.

Functional Responsibility: Develop large automated systems integration projects that incorporate digital imaging or digital communications technology. Develop standards-compliant software utilizing but not limited to the following programming languages: C, DOS, VMS, TCP/IP, or UNIX. Responsible for the interfaces, design details and integration of the systems including digital imaging or digital communications systems.

Minimum Education: B.S. in Engineering.

#### **9. Commercial Job Title: Principal Engineer**

Minimum/General Experience: 10+ years directly related work experience.

Functional Responsibility: Develop and refine new engineering techniques to enhance quality and productivity. Establish performance and technical standards. Generate and approve project and testing specifications. May lead or coordinate or manage complex task/project teams.

Minimum Education: B.S. in Engineering.

**12. Commercial Job Title: Network Specialist**

Minimum/General Experience: 5+ years experience in networking, maintenance of firewall routers, and other hardware.

Functional Responsibility: Propose and implement network policy to include firewalls, LAN, Internet applications, modems, modem pools, communications servers, and WAN connectivity. Maintains firewall routers to include filtering, understanding of TCP/IP services and ports. Maintain applicable information alerts and bulletins. Implements recommended security changes to include changing UNIX programs and applications, modifying firewalls.

Minimum Education: B.S. in Engineering.

**13. Commercial Job Title: Local Area Network Specialist**

Minimum/General Experience: 5+ years of progressively more difficult systems experience in planning, developing, testing and implementing LAN business system configurations. Working knowledge of state of the art LAN systems hardware, software, techniques, and concepts including: OSI model, repeaters, bridges, routers, gateways, DECNet, TCP/IP, SDLC, SNMP protocols, IEEE Ethernet and Token-Ring, ANSI FDDI and EIA/TIA cabling standards. Excellent communication skills, both written and oral, with the ability to formulate and document proposed LAN system solutions in comprehensive, quantitative and qualitative terms appropriate for comparative analysis.

Functional Responsibility: Responsible for analyzing, evaluating, and developing cost effective LAN application solutions that make the most of resources and technology available in meeting business requirements. Must be adept at problem definition and resolution and document the business requirements and recommended solution. Analyze, design, develop, test and implement LAN application solutions. Determine network and application performance, evaluate and diagnose network performance issues and recommend and implement solutions for network performance improvement. Perform LAN administration including security, system and disk management, hardware maintenance and activity and performance monitoring. Interface and coordinate efforts of technical and non-technical personnel involved in developing LAN system solutions to satisfy business information systems needs.

Minimum Education: B.S. in Engineering.

**14. Commercial Job Title: Telecommunications Analyst**

Minimum/General Experience: 4+ years directly related work experience. Must be knowledgeable about LANs and WANs. Must be knowledgeable of hardware concepts to include the ability to repair on a component level and advise others on proper maintenance required. Possess a minimum of four years of experience with network hardware. Position requires understanding the underlining technology behind network hardware and software, experience with multi-platform operating systems, knowledge of high speed networks, "Sniffer" analyzer tools, and the OSI protocol stack.

Functional Responsibility: Design, engineer and install all network cabling. Engineer and implement all equipment reallocations. Provide computer interim maintenance. Provide interim hardware maintenance review on all computer equipment. Provide interim system communication assistance to all external network connections. Apply broad knowledge of concepts, procedures and practices in the application of engineering, scientific and communication field. Write specifications, work statements and proposals. Perform trouble shooting, complex calculations and tests. Prepare specifications. Design subsystems and components. Provide support to the day-to-day monitoring of the network, identifying and resolving problems as required. Implement modifications to the network topology.

Minimum Education: B.S. in Engineering.

**17. Commercial Job Title: Internet/Intranet Project Manager**

Minimum/General Experience: 10+ years computer application experience that provides the required knowledge and skills.

Functional Responsibility: Provide business, technical, and personnel management for individual projects, such as Internet/intranet studies, computer applications and systems development.

Minimum Education: B.S. in Engineering.

**19. Commercial Job Title: Internet/Intranet Senior System Engineer**

Minimum/General Experience: 8+ years computer experience that provides the required knowledge and skills

Functional Responsibility: Analyze system requirements and develop design alternatives to satisfy those requirements. Provide technical leadership developing solutions for studies and Internet/intranet applications.

Minimum Education: B.S. in Engineering.

**20. Commercial Job Title: Web Application Developer**

Minimum/General Experience: 3+ years of computer application experience that provides the required knowledge.

Functional Responsibility: Provides technical solutions for routine to complex engineering studies, and Internet/intranet applications.

Minimum Education: B.S. in Engineering.

**21. Commercial Job Title: Homepage Developer**

Minimum/General Experience: 1+ of experience that provides the required knowledge and skills.

Functional Responsibility: Provide basic technical assistance in building Home page and Internet applications under the supervision of more senior personnel.

Minimum Education: B.S. in Engineering.

**25. Commercial Job Title: Senior Systems Analyst**

Minimum/General Experience: 4+ years directly related work experience. Position requires computer design implementation and integration knowledge and skills. Must possess and apply comprehensive knowledge of information system management. Excellent communication skills, both oral and written.

Functional Responsibility: Support the process improvement effort of an organization by providing specific, high level, technical expertise as required. Plan and carry out complex programming projects to completion. Possess and apply comprehensive knowledge to provide technical guidance to programmers. Work within broad objectives to obtain unique solutions. The Analyst position will be responsible for the overall administration and maintenance of the database and will provide support to the lead database administrator. Identification and resolution of problems encountered by the users of the system. Analyze and implement for enhanced performance of systems. Perform daily functions such as backups and others. Responsible for the operation and maintenance of databases.

Minimum Education: B.S. in Engineering.

**26. Commercial Job Title: Systems Analyst**

Minimum/General Experience: 3+ years directly related work experience. Position requires computer design implementation and integration knowledge. Possess database experience. Knowledge and experience on operating system is required.

Functional Responsibility: Support the process improvement effort of an organization by providing specific technical expertise in the area of statistics as required by the process owner, team leader or team members. Support the database administration functions as required. Design and implement modifications or enhancements to forms, menus, and reports, etc.

Minimum Education: B.S. in Engineering.

**30. Commercial Job Title: Information Technology Specialist, Senior**

Minimum/General Experience: 6+ years of progressively more difficult experience in developing, researching, testing, implementing and/or integrating new information technology to support existing business systems. Working knowledge of emerging and current information technologies. Excellent communication skills, both written and oral, with the ability to formulate and document proposed solutions in comprehensive quantitative, and qualitative terms appropriate for comparative analysis.

Functional Responsibility: Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conduct assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analyses related to information technology. Provide knowledge that facilitates the transfer of information technology. Recommend changes in technology which support new and/or revised business practices.

Minimum Education: M.S. in Engineering.

**34. Commercial Job Title: Computer System Operator**

Minimum/General Experience: 2+ years of progressively more difficult systems experience in software testing, installation, configuration and system problem resolution of computer operating systems. Working knowledge of the basic principles of business systems information system and engineering disciplines. Experience in operating system and third party software testing, customization and installation. Demonstrated ability in the analysis, design, development, testing and implementation of operating system and application solutions. Excellent communications skills, both written and oral, with the ability to formulate and document proposed operating system solutions and comprehensive, quantitative and qualitative terms appropriate for comparative analysis, for the operating system environment for the site supported.

Functional Responsibility: Responsible for all system administration and management including daily system operation, for the computer operating system applicable to the site supported. Must be adept at problem identification and resolution, documenting operating system problems and developing solutions. Determine network and application performance, evaluate and diagnose network performance issues, recommend and implement solutions for network performance improvement in the operating system environment applicable to the site supported. Perform operating system administration including security, system and disk management hardware maintenance and activity and performance monitoring. Interface and coordinate efforts of technical and non-technical personnel involved in architecting operating system solutions for the operating system applicable to the site supported to satisfy business information systems needs.

Minimum Education: High School Diploma.

**35. Commercial Job Title: Computer Programmer Analyst**

Minimum/General Experience: 4+ years experience and knowledge in relevant software and operating systems, knowledge in communications software, emulation software, and programming languages. Position requires computer programming, analyses and design knowledge as well as designing software and implementing databases. Possess broad knowledge of concepts practices and procedures. Able to write specifications, work statements and proposals.

Functional Responsibility: Design and develop documentation of data requirements. Provide methodologies for evaluating moderately complex tasks. Apply broad knowledge of concepts practices and procedures. Design systems to meet objectives. Broad assignments allow for considerable latitude to determine appropriate methods of completing assignments. Provide general programming support to implement corrections or enhancements to application software. Provide programming support as required to implement changes or enhancements to the system.

Minimum Education: B.S. in Computer Science.

**39. Commercial Job Title: Computer Programmer**

Minimum/General Experience: 2+ years of experience with relevant operating systems and applications. This position requires the knowledge normally acquired through an undergraduate program in the related area of specialty (Engineering, Computer Science, Mathematics, Physics) or the equivalent combination of training and/or professional work experience that provides the required knowledge and skills.

Functional Responsibility: Provide general programming support to implement corrections or enhancements to application software and the system as required. Design and develop documentation as required. Design and implement modifications or enhancements to forms, menus, and reports, support the database administration functions. Conduct investigations and studies and present recommendations and solutions related to short and long range programming requirements. Classify and summarize data for the preparations and submission of reports on a recurring basis. Provide programming advice and assistance which directly affect the conduct and attainment of agency goals and objectives.

Minimum Education: B.S. in Computer Science.

**40. Commercial Job Title: Database Specialist**

Minimum/General Experience: 7+ years experience in the logical/physical design of databases on operating systems. Demonstrated knowledge of terminology, usage and operating characteristics of hardware, software, and operating system components that load, execute, store, and retrieve application programs/files and perform a variety of functions related to business information systems. Demonstrated ability to perform structured data processing design principles, techniques, and methods used to analyze and translate user requirements into plans for system input, output, files, data dictionaries, controls, and processing methods. Demonstrated ability to determine data base and application performance, evaluate and diagnose data base performance issues and recommend and implement solutions for data base performance improvement. Must be able to communicate technical information to others, expressing facts or ideas clearly, orally or in writing, when answering questions, giving directions, and providing information, individually or in groups. Must be able to apply the knowledge of data processing systems to a business applications environment. Demonstrated ability in the analysis, design, development, testing and implementation of data base systems. Demonstrated ability to interface, work effectively and coordinate efforts of technical and non-technical personnel involved in architecting data base system solutions to satisfy business information systems needs.

Functional Responsibility: Perform logical and physical database design. Review logical and/or physical designs of existing database, and make recommendations for tuning to assure maximum operating efficiency. Provide guidance and expertise in the use of data base languages. Perform data analysis, database design, development activities, and implementation, as required, for databases and database conversions. Perform database restructuring activities. Works with users and information systems development staff to determine data storage and access requirements.

Minimum Education: B.S. in Computer Science.

**43. Commercial Job Title: Database Programmer**

Minimum/General Experience: 5+ years experience in support of logical design, requirements gathering, and/or business modeling on operating systems applicable to the site and applications supported, database management systems. Demonstrated knowledge of terminology, usage, and operating concepts of data administration, data dictionaries, and repositories that support re-use of information systems objects related to business information systems. Demonstrated ability to maintain data dictionaries and repositories, including synchronization of corporate, center, and project dictionary hierarchy. Demonstrated ability to perform logical data design principles and methods used to analyze and translate user requirements into standard data descriptions for data input, output, data dictionaries. Ability to apply specified standards for data identification, definition naming and sharing, using specified data stewardship policies, IS data design standards, and related standards. Must be able to communicate technical data administration information to others, expressing facts or ideas clearly, orally, or in writing, when answering questions, giving directions, and providing information, individually or in groups. Must be able to apply the knowledge of data administration concepts and principals in a business application environment and provide end-user support for data administration. Demonstrated ability to interface, work effectively and coordinate efforts of technical and non-technical personnel involved in migrating, integrating, and architecting data base system solutions to satisfy business information systems needs.

Functional Responsibility: Performs data administration for information systems in conformance with corporate data policy, procedures, standards, and guidelines. Conduct impact assessments on information systems to determine application integration potential and compatibility with the corporate architecture. Work with customer to ensure quick responses to customer inquiries as to data standards, identification, availability, and location. Provide technical assistance related to data administration. Participate in the conceptual design/redesign of data base systems and logical models for use in business systems reengineering. Ensure proper synchronization of data dictionaries with the corporate repository. Maintain the dictionaries and repositories and ensures that change documentation is available for appropriate shared use in the corporate repository. Provide technical guidance on corporate repository and modeling techniques in support of information systems development and maintenance. Apply and enforce specified standards for data identification, definition and naming, using specified repository tools to analyze and locate data, and assess impact of changes in technology and information requirements on data. Perform data quality assurance activities and measurement.

Minimum Education: B.S. in Computer Science.

**48. Commercial Job Title: Technical Writer**

Minimum/General Experience: 3+ years of technical writing experience. Proficient in writing technical documents. Position requires analyses and writing skills of various degrees related to information resources. Possess comprehensive knowledge to provide technical review and expertise when required. Must possess and apply comprehensive knowledge of information system management. Excellent communicative skills and writing skills.

Functional Responsibility: Plan and carry out complex written projects to completion. Work within broad objectives to obtain unique solutions. Apply comprehensive knowledge to provide technical review and expertise when required. Develop, write,

and edit materials for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operations and enhancement of equipment. Interview production and other personnel and reads journals, reports and other materials to become familiar with product technologies and production methods. Reviews manufacturer's and trade catalogs, drawings and other data relative to operation and enhancement of equipment. Organize material and complete writing assignments with regard to order, clarity, conciseness, style, and terminology. Prepare, disseminate and provide for the orderly safeguard of technical documents.

Minimum Education: B.A. in English.

**49. Commercial Job Title: Administrative Support**

Minimum/General Experience: 3+ years of relevant experience. Good communicative and writing skills. Possesses comprehensive knowledge of regular office administrative procedures when required.

Functional Responsibility: Perform high level secretarial work under the general supervision of manager. Apply comprehensive knowledge of regular office administrative procedures when required. Type and proofread correspondence, reports, and documentation. Maintain filing system for department, the library, and reference materials. Answer telephones, respond to routine questions/requests, greet visitors, schedule meetings, mail distribution, and make travel arrangements, etc. Support projects by typing letters, reports, and training materials as required. Make travel arrangements. Order supplies as well as other office routines.

Minimum Education: High School Diploma.

**52. Commercial Job Title: Clerical**

Minimum/General Experience: 2+ years of experience related to normal office administrative functions such as job ordering and reporting, maintenance of security records, word processing, data transcription, filing and other miscellaneous duties. Good communicative and writing skills.

Functional Responsibility: Provide overall administrative functions including, daily administrative and support functions, inventory control, employee time charge reporting, administrative security management, and miscellaneous office functions.

Minimum Education: High school diploma.

**53. Commercial Job Title: Training Developer**

Minimum/General Experience: 5+ years of related experience developing and organizing training materials and programs. Excellent communicative and writing skills. Must be familiar with the principles of learning and teaching, evaluation and etc.

Functional Responsibility: Working under minimal supervision, individual develops and conducts training and educational programs of a complex nature related to specific customer requirements. Provide support in researching and developing educational materials.

Minimum Education: Ph.D. in Instructional Design.

**54. Commercial Job Title: Sr. Training Administrator**

Minimum/General Experience: 4+ years of related experience applying comprehensive knowledge to develop, conduct and manage technical training courses on systems and software applications as well. Excellent verbal and written communicative skills. Must have the ability to coordinate with vendors in the pursuit of business enhancements. Possess and apply broad knowledge of concepts, practices and procedures. Position may require computer programming, analyses and design knowledge of certain degrees as well as designing software and implementing databases.

Functional Responsibility: Perform technical training in field of expertise. Create teaching outlines where established guidelines may not exist; select and develop instructional aids, such as handouts, reference materials, or audio/visual supports; maintain records and statistical information on trainees; monitor training program by reviewing and analyzing student course evaluations; and make recommendations to management on course improvement and customer training needs. Design and develop documentation of data requirements. Provide methodologies for evaluating moderately complex tasks.

Minimum Education: M.S. in Education.

**57. Commercial Job Title: Technical Training Specialist**

Minimum/General Experience: 7+ years of experience developing and conducting technical training courses on systems and software applications. Must be familiar with the principles of creating teaching outlines in accordance with established guidelines.

Functional Responsibility: Prepare training materials, coordinate and schedule training classes, maintain and provide user documentation and user manuals for in-house and special products, review and evaluation of training, develop lesson plans, hands-outs, cheat sheets and functional hands-on exercises of trainings, provide appropriate support to complex system training as required. Create teaching outlines in accordance with established guidelines, maintain records and statistical information on employee training, monitor training programs by reviewing and analyzing student course evaluations, and make recommendations to management on course improvement and customer training needs.

Minimum Education: B.S. in Education.

**60. Commercial Job Title: Graphics Designer**

Minimum/General Experience: 5+ years of graphic design experience.

Functional Responsibility: Design and prepare brochures, flip charts, illustrations, and related graphic materials using sophisticated computer-aided graphics software packages; resolve computer design problems using available software tools; demonstrate creativity and resourcefulness, as well as the occasional use of independent judgment, when interface with members of the technical staff. Review graphic requests to determine scope of requirements, consult with and advise requesters. Plan and conceive methods of approach; generate routine graphics using computer-aided graphic techniques; design templates for use to produce company documents or proposals; prepare camera-ready layouts, including stripping and color separations for multicolor printing tasks; perform system administration functions required for hardware/software tools being used; review preliminary sketches and outlines with Publications Manager and/or client to ensure that specifications are accomplished; and participate in the design of exhibits for management presentation trade shows, etc.

Minimum Education: B.A. in Arts.