



8000 IH 10 West
Suite 600
San Antonio, Texas 78230
Phone: 210-525-7900
Fax: 210-525-7901
www.pantetech.com

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Information Technology Price List
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Corporate Introduction

Pantè Technology Corporation is a premier provider of information technology (IT) products, services and enterprise-wide integrator of innovative integrated IT solutions that provides information technology solutions to Federal, State and Local government customers worldwide.

Pantè Technology Corporation is an 8(a), Veteran and HubZone owned company experienced in information technology systems and technical services.

Headquartered in San Antonio, with region offices in Austin, Dallas, Houston, Texas and the Washington DC area Panté employs professional's consultants and associates who promote a culture of customer satisfaction and a dedicated staff of knowledgeable people who understand and anticipate our customers' needs and conduct business responsively to achieve superior customer service.

Since our founding in 1995, we have focused on combining leading-edge technologies and comprehensive support services into solutions that meet customer needs from innovative solutions for distributed, enterprise-wide computing to laptop systems. During this time, we have demonstrated our unique ability to thoroughly understand our customers' needs and deliver high-performance, cost-effective solutions that enable them to accomplish their business objectives.

Pantè Technology Team and Government sales personnel hold key industry certifications and also help customers choose the products and product-based solutions that allow them to do their job most effectively.

Our core competencies are comprised of the following business sectors:

- System Integration & Services
- Network Design & Integration
- Software Implementation
- Software Asset Management Services
- Staff Support Engineering Services
- Hardware & Software Maintenance

Our Mission

To exceed the expectations of our customers by providing superior customer service and contributing to the productivity of business professionals by deploying high quality office automation solutions

DESCRIPTION OF IT SERVICES AND PRICING

Computer Systems Design Services

- Business Process Reengineering (BPR)
- Cabling & Wiring
- Computer-Aided Design (CAD) Services
- Computer-Aided Engineering (CAE) Services
- Computer-Aided Manufacturing (CAM) Services
- Computer Hardware Consulting Services
- Computer Software Consulting Services
- Computer Systems Integration Analysis and Design
- Computer Systems Integration Design Consulting
- Configuration Management
- Enterprise Architecture Development
- Enterprise Resource Planning (ERP)
- Hardware
- IT Capital Planning Management
- LAN/WAN Design
- Network Design & Installation
- Network Systems Integration
- Systems Analysis
- Systems Integration

Computer Facilities Management Services

- Computer Operations/Support
- Computer Systems Facilities Services
- Data Processing Facilities Services
- End User Support
- Equipment Inventory & Maintenance
- Facilities Management, Operation, & Support
- Facilities Planning
- Hardware/Software Maintenance
- Help Desk
- Network Management

Data Processing, Hosting and Related Services

- Application Hosting
- Application Service Providers (ASPs)
- Automated Data Processing
- Computer Input Preparation
- Data Capture Imaging Services
- Data Entry Services
- Data Processing
- Data Warehousing
- Document Imaging
- Electronic Data Processing
- Media Streaming
- Microfiche/Microfilm Services
- Scanning Services
- Storage Area Networks
- Web Hosting

Other Computer Related Services

- Computer Disaster Recovery
- Contingency Planning
- Disaster Preparedness/Recovery
- Documentation
- Information Assurance and Security
- Independent Verification & Validation
- Software Installation
- Virus Detection/Recovery

All Other Information Services

- Call Centers
- Distance Learning
- E-Commerce
- Telephone-Based Recorded Information Services
- Video Conferencing

SPECIAL IT SERVICES

- Software Asset Management Services--Panté Asset Management services automate lifecycle, contract, and cost control of IT assets to lower operational costs, improve return on capital, and better align IT and business. Its unique combination of out-of-the-box best practices, flexibility and extensibility, and integration with related tools and processes helps you get up and running quickly with an inter-disciplinary approach to IT asset management that easily adapts to your unique and evolving needs.
- Paperless Office Project Services
- Data Access Control
- Microsoft Support Consulting

LABOR CATEGORY DESCRIPTIONS

Business Process Consultant

Responsible for most complex systems process analysis, design, and simulation. Requires highest-level understanding of organization's business systems and industry requirements. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead re-engineering team and act as project manager in some cases.

Business Systems Analyst - Intermediate

Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less-experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.

Business Systems Analyst - Senior

Under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.

Business Systems Specialist

Top-level technical contributor with expertise in particular business processes responsible for formulating systems scope and objectives relative to the organization's business plan and industry requirements. Acts independently or as a member of a project team responsible for providing technical guidance concerning the business implications of the application of various systems. Provides technical consulting on complex projects. Devises and/or modifies procedures to solve the most complex technical problems related to computer equipment capacity and limitations, operating time, and form of desired results. Creates detailed specifications from which programs will be written. May have quality assurance responsibilities.

Client/Server Support Analyst

Under general supervision, assists with personal computer operating systems software and communication system software. Designs, tests, and maintains personal computer systems. Responsible for analyzing and solving personal computer-related problems. Responsible for security, integrity, and reliability of personal computer systems. Tests and integrates new hardware, systems and modifications to existing equipment and systems. Performs research/investigations, analysis, design, testing, and installation of supported hardware and software. Schedules installation of new hardware and software and modifications to existing systems. Monitors performance of hardware and its capacity in all assigned locations. Recommends and implements enhancements to existing hardware and systems.

Client/Server Network Architect

Top-level technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.

Computer Operations Manager

Responsible for all activities relating to the operation of centralized data processing equipment and peripheral information systems equipment. Establishes detailed schedules for the utilization of all equipment in the computer operations section to obtain maximum utilization. Assigns personnel to various operations and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the computer operations section. Frequently reports to a Director of Information Systems Operations.

Data Architect

Works in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates the reusability of current data for additional analyses. Conducts data cleaning to rid the system of old, unused or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access. Requires a college degree in computer science and 2 years experience.

Data Communications Manager – Planning & Implementation

Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of distributed processing client/server systems. Provides coordination in the analysis, acquisition, and installation of hardware, software, and facilities. Manages the training and efforts of a staff engaged in system and network planning, analysis and monitoring activities. Typically requires eight to ten years of experience in software/hardware LAN and WAN network design and analysis. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.

Data Entry Supervisor

Supervises all data entry activities. Assigns work to personnel and directs activities. Reviews and evaluates work and prepares performance reports. Frequently reports to a Computer Operations Manager or Production Control Supervisor.

Data Security Administration Manager

Directs and implements the necessary controls and procedures to cost-effectively protect information systems assets from intentional or inadvertent modification, disclosure, or destruction. Provides guidance and direction for the physical protection of information systems assets to other functional units. Provides reports to superiors regarding effectiveness of data security and makes recommendations for the adoption of new procedures. Assigns work to subordinates, monitors performance, and conducts performance appraisals. Interviews and makes recommendations for additional staff.

Data Security Analyst - Intermediate

Under general supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Conducts accurate evaluation of the level of security required. Provides management with status reports. Frequently reports to a Data Security Administration Manager.

Data Security Analyst - Senior

Under general direction, performs all procedures necessary to ensure the safety of information systems and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require

understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management.

Data Warehousing Administrator

Coordinates the data administration technical function for both data warehouse development and maintenance. Plans and oversees the technical transitions between development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts and engineers. Establishes and enforces processes to ensure a consistent, well-managed and well-integrated data warehouse infrastructure. Expands and improves data warehouse to include data from all functions of the organization using data manipulation, transformation and cleansing tools. Requires three years of experience in the field.

Data Warehousing Analyst

Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Reviews data loaded into the data warehouse for accuracy. Responsible for the development, maintenance and support of an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications. Conducts research into new data warehouse applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporates existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse. Requires two years experience in the field.

Data Warehousing Programmer

Responsible for product support and maintenance of the data warehouse. Performs data warehouse design and construction. Codes and documents scripts and stored procedures. Designs/implements data strategy methods. Develops appropriate programs and systems documentation. Assists with Meta data repository management. Prepares/implements data verification and testing methods for the data warehouse. Creates index and view scripts. Requires two years experience in the field.

Data Warehousing Project Manager

Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Responsible for leading data warehouse team in development and enhancements of the data warehouse user interface. Establishes user requirements. Creates new standards and procedures related to end user and internal interface development. Works with Data Architect on technical issues and system architecture definition. Translates high-level work plans and converts to detailed assignments for team members. Monitors status of assignments and reviews work for completion and quality. Typically requires more than five years of experience.

Database Administrator

Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Typically requires two to four years of experience.

Database Manager

Responsible for all activities related to the administration of computerized databases. Assigns personnel to various projects and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of various databases. Projects long-range requirements for database administration in conjunction with other managers in the information systems function as well as business function managers. Prepares activity and progress reports regarding the database management section. Typically requires five to seven years of experience.

Disaster Recovery Administrator

Under general supervision, responsible for the overall security and integrity of organizational electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for ensuring the business resumption plan adequately addresses the organization's requirements and established time frames. Responsible for day-to-day security administration of the organization's data systems and data networks including systems access administration. Typically requires five or more years of experience in disaster recovery/business resumption planning.

Disaster Recovery Analyst

Responsible for security and integrity of assigned electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems and data networks to insure that the integrity and security of all electronic data and data systems are adequately protected. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for insuring the business resumption plan adequately addresses the organization's requirements and established time frames. Requires five years experience in the field.

Electronic Data Interchange (EDI) Manager

Responsible for daily electronic data interchange (EDI) operations of an organization. Develops and executes strategies for Internet-based interchange capabilities. Coordinates and implements new EDI methods and systems and enhances and upgrades the existing systems. Finds EDI solutions for business operations. Establishes and maintains communications and trading partner routings, including online orders and fulfillment systems. Audits the quality of data provided, provides security and backup, and ensures system disaster recovery processes are in place. Resolves trading partner's technical problems involving EDI. Develops technical design documentation. Ensures customer/vendor agreements meet legal requirements. Responsible for internal training of EDI and related staff.

Electronic Data Interchange (EDI) Specialist

Provides support for EDI database analysis, design, and operations. Establishes and maintains communications within organization and with partners. Conducts and manages product evaluations. Provides product installation, configuration, and training. Performs systems maintenance to update records, specifications, and operating procedures of partner systems. Maintains EDI account transaction activities. Frequently reports to an Electronic Data Interchange Manager.

Groupware Specialist

Responsible for the implementation, maintenance, and support of organization messaging system. May work closely with first tier support staff to solve system problems. Ensures smooth integration of all groupware systems in a particular environment. Provides technical support on local groupware replication and client dial-up access issues. Prepares documentation that will assist in the maintenance of the groupware system. May serve as an internal consultant to developers, assisting them in the area of server supports, security, ID files, and other development issues that will aid the process. Requires solid working knowledge of WANs, LANs, and telecommunication concepts as they relate to the groupware system and database replication.

ERP Business Analyst

Serves as subject matter expert associated with content, processes and procedures associated with enterprise applications. Applies functional knowledge to design and customization of workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans and works with production issues. Requires a bachelor's degree in an applicable area and 3 years experience in the field.

ERP Senior Business Analyst

Serves as senior subject matter expert associated with content, processes and procedures associated with ERP. Defines the detailed requirements, analyzes the business needs and validates solutions with the client. Details requirements through the product development and other functions to support the project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Evaluates

development projects and assists in tailoring the development process to meet the project needs. Requires a bachelor's degree in an applicable area and 5 years experience in the field.

ERP Programmer

Works primarily in ERP client/server enterprise applications. Designs and develops all aspects of data conversion. Builds application tables, panels and reports. Codes individual modules and complex functions. Develops application tables, panels and reports for projects. Responsible for software integration and external interface development. Troubleshoots and resolves testing issues. Responsible for technical documentation. Requires a bachelor's degree in computer science or related area and 3 years experience in the field.

Help Desk Coordinator – Intermediate

Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.

Help Desk Coordinator – Senior

Under general direction, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment. Typically involves use of problem management database and help desk system. May provide guidance/training for less-experienced personnel.

Help Desk Manager

Has overall responsibility for help desk operations associated with the identification, prioritization and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Requires 3 years experience in the field.

Help Desk Support Services Specialist – Intermediate

Under general supervision, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level.

Help Desk Support Services Specialist – Senior

Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

Information Center Consultant

Under general supervision of Information Center Manager, may support unlimited end user groups. Works with users to solve problems with available technology including hardware, software and peripherals. Studies and analyzes systems needs, trains users on software and hardware, handles troubleshooting, and provides quality assurance review of user systems. Acts as project manager, typically performs time estimates, and regularly reviews status of projects. May have specialization in particular software that would be utilized in an end user environment. Keeps abreast of technological developments and may install new hardware and software for user groups. Frequently reports to an Information Center Manager.

Information Center Specialist

Under general direction, advises and assists users in problem-solving activities using information center tools. Assists in the selection and installation of information center tools. Evaluates new and existing software products. Competent to work at the highest technical level of all phases of information center activities.

Information Services Consultant

Top-level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

Information Systems Auditor - Intermediate

Under general supervision, audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.

Information Systems Auditor - Senior

Under general direction, audits the most complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information systems procedures are in compliance with corporate standards. Competent to work at the highest level of all phases of information systems auditing.

Information Systems Training Specialist - Intermediate

Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.

Information Systems Training Specialist – Senior

Under general direction, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training.

LAN Administrator – Intermediate

Under general direction, manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Installs network software and trains users on LAN operation. Evaluates, develops, and maintains telecommunications systems. Troubleshoots LAN problems. Implements LAN policies, procedures, and standards. Ensures conformance with information systems and company objectives. Requires a college degree in computer science and two years experience in the field.

LAN Administrator – Senior

Administers day-to-day operations of a LAN. Provides integrated team support and maintenance of LAN hardware and software. Studies vendor products to determine those which best meet needs and assists in presentation of information to management resulting in purchase and installation of hardware, software and modem/communications equipment. Performs LAN security procedures, including implementing login requests. Evaluates new products/technologies to determine impact on existing system configurations. Prepares proposals, cost/benefit analyses, and feasibility studies. Provides liaison support between the PC/LAN team, vendors and other IT groups as needed. Requires a bachelor's degree in computer science and 5 years experience in the field.

LAN/WAN Integrator

Responsible for the overall integration of the enterprise-wide network including the planning, design, installation, maintenance, management and coordination of the corporate LAN/WAN. Has responsibility for technical

architecture and recommendations related to LAN/WAN. Is typically a top-level technical contributor with advanced knowledge and experience in the area of LAN/WAN, communications and related hardware/software. Maintains high level of technical expertise and studies vendor products to determine those that best meet company needs. Presents information to management that may result in the purchase and installation of hardware, software and telecommunication equipment. Recommends network security procedures and policies. Knowledgeable in a multi-platform operating environment. Requires a bachelor's degree in computer science or a related area and 7 years of experience in the field.

LAN Support Technician - Intermediate

Under general supervision, monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. May assist with installation of terminals and associated hardware. May provide LAN server support. Requires strong knowledge of PC/LAN communications hardware/software, in a multi-protocol environment, and network management software. Typically requires two to four years experience in data communications troubleshooting.

LAN Support Technician - Senior

Under general direction, monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide LAN server support. Requires extensive knowledge of PC/LAN communications hardware/software in a multi-protocol environment and network management software. May function as lead position providing guidance and training for less-experienced technicians. Typically requires at least four years of experience in data communications troubleshooting.

Network Engineer - Intermediate

Under general supervision, oversees the purchase, installation, and support of network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Responsible for evaluating current systems. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications. Typically requires two to five years of experience.

Network Planning Manager

Responsible for long-term strategic planning to ensure network capacity meets current and future network requirements including planning for remote hardware and communications facilities, development and implementation of methodologies for system analysis, installation, and support. Defines and develops methodology to ensure compatibility of all software and hardware products at each facility. Provides ongoing coordination in the analysis, acquisition, and installation of remote hardware and software. May supervise Network Planning Analysts. Typically requires six to eight years of experience. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.

Network Operations Supervisor

Provides first level guidance/direction (either as a full-time supervisory position or on a project management basis) to network operation and maintenance analysts, technicians, and/or engineers. Performs technical analysis of complex software, hardware, and transmission facility using various diagnostic tools in support of efficient network operations. Provides guidance/direction for engineering efforts and test and evaluation programs. Performs on-site engineering when required. Typically requires five years of experience in operations, maintenance, and sustained engineering of LAN to WAN internetworking. Frequently reports to a Regional Manager or Operations Manager.

Operations/Technical Support Manager

Responsible for all activities relating to technical guidance for planning, directing, and monitoring information systems operations. Plans and recommends machine modifications or additional equipment to increase the capacity of the system. Prepares operational cost estimates for current and proposed projects. Evaluates vendor proposals for

purchases of hardware. May manage related outsourcing contracts and service levels. Directs compilation of records and reports concerning production, machine malfunctioning, and maintenance. May advise or consult on organizational, procedural, and workflow plans, methods, and procedures analysis. Analyzes the results of workflow plans, monitors the operating system(s) and recommends changes to improve processing and utilization. May have departmental staff responsibility. Frequently reports to an Information Systems Operations Manager or Director of Information Systems Operations.

P/C LAN Management Analyst – Intermediate

Under general direction, works closely with business area management and staff on LAN support, network design and configuration in a multi-server environment. Responsible for the installation/configuration and support of client servers, application support software and implementation of new business software applications. Participates with client in the installation/configuration of equipment and software. Analyzes and coordinates resolution of network problems. Provides technical support and guidelines to client and systems areas through documentation. Supports LANs. Requires a bachelor's degree in computer science or related area and 3 years experience in the field.

P/C LAN Management Analyst – Senior

Provides consultation to business area management and staff at the highest technical level for all aspects of PC/LAN design and configuration in a multi-server environment. Plans and coordinates the installation of new or modified LANs and installs and coordinates the resolution of network problems or malfunctions. Provides technical support and guidelines to client and systems areas through documentation. Supports LANs. Requires a bachelor's degree in computer science or related area and 5 years experience in the field.

PC Products Analyst

Under general supervision, analyzes and evaluates microcomputer products and systems available in the marketplace. Analyzes such products for compatibility, expandability, and ease of use and support. Recommends to management the support or nonsupport of evaluated products. Participates in the development and customization of products. Designs application options/screens compatible with mainframe applications. Prepares product development documentation regarding use of product. Frequently reports to a PC Support Manager.

PC Systems Specialist

Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software. Frequently reports to a PC Support Manager.

Project Manager - Senior

Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Quality Assurance Analyst - Intermediate

Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations.

Performs workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.

Quality Assurance Analyst - Senior

Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.

Senior Network Engineer

Reviews, plans, and evaluates network systems. May troubleshoot network systems and recommend improvements to network. Provides documentation/project tracking and management reporting. Provides tactical and strategic input on overall network planning and related projects. Requires a bachelor's degree in a related area and at least five years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

Systems Administrator - Intermediate

Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

Systems Administrator – Senior

Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

UNIX Systems Administrator

Responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires two to four years of experience.

Web Operations Manager

Responsible for ongoing oversight of web strategy and operations. Develops business plan and annual budget for website function. Accountable for budget, staff planning, management, and product and service delivery. Oversees operational activities of the website(s) with specific attention aimed at content creation and website maintenance. Typically requires experience with web technologies and web page design.

LABOR CATEGORY DESCRIPTIONS—SPECIAL IT SERVICES

Program Manager--Data Access Control Services

Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact those projects. Takes projects from original concept through final implementation. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. 15 yrs Project Management experience and a Computer Science-Masters degree.

Project Manager--Paperless Office Project Services

Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Requires a Computer Science masters degree and 15 yrs Project Management experience.

Engagement Manager--Microsoft Support Consulting

The role requires a solid understanding of Microsoft technology, competitive positioning, and experience in the delivery of the largest, most complex, and strategic projects for customers. Outstanding ability to engage in high level business decision maker (IT manager and above) level discussions related to agility, business value, and relevant Microsoft Technologies is required. Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Requires 15 yrs Project Management experience and a Computer Science-Masters degree.

Senior Consultant--Microsoft Support Consulting

Reviews, plans, and evaluates network systems. Provides tactical and strategic input on overall network planning and related projects.. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Requires a bachelor's degree in a related area and 7 years experience in the field.

RATES--SPECIAL IT SERVICES		
LABOR CATEGORY	YEAR 1	YEAR 2
Program Manager--Data Access Control Services	\$ 196.46	\$202.35
Project Manager--Paperless Office Project Services	\$ 209.56	\$215.85
Engagement Manager--Microsoft Support Consulting	\$ 277.06	\$285.37
Senior Consultant--Microsoft Support Consulting	\$ 285.12	\$293.67

LABOR RATES

COMPUTER SYSTEMS DESIGN SERVICES		
LABOR CATEGORY	Year 1	Year 2
Project Manager – Senior	\$ 134.88	\$ 138.92
Client/Server Network Architect	\$ 112.30	\$ 115.66
Data Architect	\$ 121.85	\$ 126.12
ERP Business Analyst – Intermediate	\$ 95.90	\$ 98.77
ERP Business Analyst – Senior	\$ 104.67	\$ 107.81
ERP Programmer	\$ 90.17	\$ 92.87
Information Services Consultant	\$ 122.27	\$ 126.55
Information Systems Training Specialist – Intermediate	\$ 80.06	\$ 85.91
Information Systems Training Specialist – Senior	\$ 98.54	\$ 103.94
LAN Administrator – Intermediate	\$ 83.00	\$ 88.61
LAN Administrator – Senior	\$ 93.35	\$ 96.15
LAN/WAN Integrator	\$ 93.06	\$ 96.32
Network Engineer – Intermediate	\$ 99.72	\$ 102.71
Network Engineer – Senior	\$ 115.88	\$ 119.36
PC/LAN Mgmt Analyst – Intermediate	\$ 82.53	\$ 85.01
PC/LAN Mgmt Analyst – Senior	\$ 86.37	\$ 88.96
Systems Administrator – Intermediate	\$ 76.30	\$ 71.24
Systems Administrator – Senior	\$ 99.78	\$ 103.28
UNIX Systems Administrator	\$ 99.78	\$ 103.28

COMPUTER FACILITIES MANAGEMENT SERVICES		
LABOR CATEGORY	YEAR 1	YEAR 2
Project Manager – Senior	\$ 134.92	\$ 138.96
Client/Server Support Analyst	\$ 76.30	\$ 78.98
Computer Operations Manager	\$ 100.20	\$ 103.70
Help Desk Coordinator – Intermediate	\$ 62.22	\$ 64.40
Help Desk Coordinator – Senior	\$ 73.48	\$ 75.68
Help Desk Manager	\$ 75.42	\$ 77.69
Help Desk Support Services Specialist - Intermediate	\$ 62.22	\$ 64.40
Help Desk Support Services Specialist - Senior	\$ 78.37	\$ 80.73
LAN/WAN Administrator	\$ 79.64	\$ 82.03
Network Operations Supervisor	\$ 100.20	\$ 103.70
Operations/ Technical Support Manager	\$ 100.20	\$ 103.70
PC Products Analyst	\$ 81.87	\$ 84.74
PC Systems Specialist	\$ 86.98	\$ 89.59

DATA PROCESSING, HOSTING AND RELATED SERVICES		
LABOR CATEGORY	YEAR 1	YEAR 2
Project Manager – Senior	\$ 134.92	\$ 138.96
Data Entry Supervisor	\$ 76.82	\$ 79.12
Data Warehousing Administrator	\$ 93.86	\$ 96.67
Data Warehousing Analyst	\$ 95.00	\$ 97.85
Data Warehousing Programmer	\$ 93.86	\$ 96.67
Data Warehousing Project Manager	\$ 122.00	\$ 125.66
Database Administrator	\$ 100.56	\$ 103.58
Database Manager	\$ 122.00	\$ 125.66
Web Operations Manager	\$ 115.10	\$ 118.56

OTHER COMPUTER RELATED SERVICES		
LABOR CATEGORY	YEAR 1	YEAR 2
Project Manager – Senior	\$ 134.92	\$ 138.96
Business Process Consultant	\$ 133.40	\$ 137.40
Business Systems Analyst – Intermediate	\$ 84.76	\$ 87.30
Business Systems Analyst – Senior	\$ 109.86	\$ 113.16
Business Systems Specialist	\$ 122.27	\$ 126.55
Data Security Administration Manager	\$ 102.49	\$ 105.56
Data Security Analyst – Intermediate	\$ 85.50	\$ 88.07
Data Security Analyst – Senior	\$ 121.85	\$ 126.12
Disaster Recovery Administrator	\$ 109.81	\$ 113.10
Disaster Recovery Analyst	\$ 107.92	\$ 111.70
Groupware Specialist	\$ 103.33	\$ 106.95
Information Services Consultant	\$ 122.00	\$ 125.66
Information Systems Auditor – Intermediate	\$ 85.51	\$ 88.07
Information Systems Auditor – Senior	\$ 101.73	\$ 104.78
LAN Support Technician – Intermediate	\$ 56.35	\$ 58.32
LAN Support Technician – Senior	\$ 68.36	\$ 70.75
Network Planning Manager	\$ 122.27	\$ 126.55

ALL OTHER INFORMATION SERVICES		
LABOR CATEGORY	YEAR 1	YEAR 2
Project Manager – Senior	\$142.47	\$176.25
Data Communications Manager - Planning & Implementation	\$ 91.60	\$ 94.81
Electronic Data Interchange (EDI) Manager	\$ 91.60	\$ 94.81
Electronic Data Interchange (EDI) Specialist	\$ 91.60	\$ 94.81
Information Center Consultant	\$111.53	\$115.43
Information Center Specialist	\$111.53	\$115.43
Information Systems Training Specialist – Intermediate	\$ 80.06	\$ 85.91
Information Systems Training Specialist – Senior	\$ 98.54	\$103.94
Quality Assurance Analyst – Intermediate	\$108.99	\$112.26
Quality Assurance Analyst – Senior	\$132.24	\$136.21