

GSA Labor Categories
Contract Number: GS-35F-0475K

Period Covered by Contract: June 15, 2005 through June 14, 2010

Program Manager

Ten (10) years of progressive information technology experience in large-scale computer/communications support activities such as computer operations, data communications, network design, or maintenance activities. Five (5) years of specific experience in managing the overall operating functions of a modern medium or large-scale computer environment including responsibility for such activities as computer network operations, hardware and software maintenance and customer support. Must have proven expertise in the management and control of costs and resources and demonstrated capability in managing multi-task programs

Functional Responsibility:

Organizes, directs and manages the contract's operation and maintenance function. Manages the computer support operations, network operations, system software maintenance and production control. Must have demonstrated capability for oral and written communications with all levels of management. Must have a thorough knowledge of the capabilities of applicable computer and communications configurations. Meets with client personnel and Subcontractor personnel to formulate and review task order plans and deliverable items. Ensures conformance with task order schedules and costs.

Minimum Education:

A Bachelor's degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

Sr. Network Engineer

Seven (7) years of progressive experience in planning, designing, implementation, and analyzing data or telecommunications networks. This experience must have demonstrated knowledge of Ethernet, Fiber Distributed Data Interface (FDDI) and a working knowledge of operating systems including MVS, Novell, NT, UNIX, VMS, and protocols such as System Network Architecture (SNA) and Transmission Control Protocol/Internet Protocol (TCP/IP).

Functional Responsibility:

Must have experience with network analysis/management tools and techniques and be familiar with Personal Computers (PCs) in a client/server environment. Experience must include at least three years experience with fiber optics, including Synchronous Optical Network (SONET) - based architectures, and broadband networks using Switched Multimegabit Data Service (SMDS) and Asynchronous Transfer Mode (ATM) technologies. Must be familiar with IT technology and long distance and local carrier management.

Minimum Education:

A Bachelor's degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering or other related scientific or technical discipline. A Master's Degree is preferred.

Sr. Systems Programmer

Ten years (10) progressive experience in evaluating, installing and integrating systems software and recommending specific changes in procedures.

Functional Responsibility

Reviews computer software systems communications and response needs and determines operating systems and languages needed to support them. Performs systems software "fine-tuning", workload analysis, load balancing, etc. Performs authorized maintenance of a highly specialized nature on systems software, compilers, assemblers, and utility systems. Determines system performance capabilities, diagnoses system failures and degradation's and isolates the failure or degradation as to cause. Integrates various types of software (general applications, scientific and special purpose applications, operating systems, compilers) into distributed computing environment. Acts as the system manager for the computing environment including

server system administration. Develops systems software (scripts and tools) to assist in management of computing environment. Monitors software usage and provides statistics on such. Must have experience in OS/390, MVS, NOVELL, NT, VMS, or UNIX.

Minimum Education

A Bachelor's degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

Support Specialist 2

One (1) years of progressive ADP and/or network experience within the last three (3) years. Experience shall include configuring installing and repairing workstations and peripherals. Experience shall have included diagnostics and troubleshooting of related network components utilizing a current off-the-shelf Network Operating System.

Functional Responsibility:

Performs server and workstation connection, configuration, integration, and testing Works independently to install and provide maintenance of LAN and LAN related components. Performs diagnostic testing and system troubleshooting of LAN equipment. Repairs and replaces LAN components and maintains hardware performance as required.

Minimum Education:

Must be a high school graduate or equivalent and have at least 80 classroom hours of technical instruction in desktop repair and maintenance.

Support Specialist 3

Minimum/General Experience

Three (3) years of progressive information systems and/or network experience within the last five (5) years. Experience shall include optimizing networked desktops for performance and configuring to a network. Experience shall have included diagnostics and troubleshooting of related network components.

Functional Responsibility:

Performs routine diagnostic testing and optimization of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Repairs and/or replaces network hardware components. Performs component server and workstation connection, configuration, integration, and testing. Responsible for the managerial and technical administration of a LAN to include security, communications, software applications, electronic mail, printing services, outside communication links, UPS service, scheduling services, license administration, file services, NOS service, backup services, and any other initial troubleshooting.

Minimum Education:

Associates degree in Computer Science or related field; or a high school graduate with 120 classroom hours of technical training in LAN administration and maintenance.

Support Specialist 4

Four (4) years of progressive information technology experience. At least three (3) years experience in information systems and telecommunications operations. Experience shall have included diagnostics and troubleshooting of related desktop and network components.

Functional Responsibility:

Responsible for on-site customer support. Assist clients with users of Microsoft Office Suite of software. Responsible for troubleshooting and assisting users with complex problems. The administration of NT/Novell networks, including the creation and deletion of User accounts, creation and deletion of Microsoft Exchange User accounts, server maintenance and upgrades, server tape backups, network security, creation of network print servers, print queues, printers, and other routine tasks. Troubleshoots LANs/WANs and provides problem resolution for PC and data communications hardware. . Works independently, may provide supervision and guidance to 2 or more support specialist.

Minimum Education:

A Bachelor's degree in Computer Science or related field

Security Specialist

Seven (7) years of progressive information technology and network experience. At least three (3) years experience in information systems security and telecommunications operations. Experience shall have included firewall implementation and network security management.

Functional Responsibility:

Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Implements and monitors computer security policies/procedures covering data communications networks and other computer platforms. Reports on possible breaches of computer security. Requires knowledge of programming languages, database systems, operating systems. Experience in selection, configuration and implementation of firewalls (Raptor's Eagle, Checkpoint Firewall-1, and Cisco PIX).

Minimum Education:

A Bachelor's degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering or other related scientific or technical discipline.

Network Administrator

Five (5) year of experience in one or more of the following areas: data communications engineering, data communications hardware or software analysis, network administration or management, data communication equipment installation and maintenance, or computer systems administration and management.

Functional Responsibility:

Performs a variety of network management functions related to the operation, performance or availability of data communications networks. Knowledge of Ethernet, FDDI and high speed WANs and routers. Analyze client LANs/WANs, isolate source of problems, and recommend reconfiguration and implementation of new network hardware to increase performance. Modifies command language programs, network start up files, assigns/re-assigns network device addresses, participates in load balancing efforts throughout the network to achieve optimum device utilization and performance. Establishes new user accounts on the network

granting access to required network files and programs. Manages network E-mail functions. Troubleshoots network/user problems, presents resolutions for implementation.

Minimum Education:

A Bachelor's degree from an accredited college or university in a related field or two (2) years of college or university study in a related field. If applicable, should be certified as a network administrator for a specific network operating system.

Software Specialist 2

Four (4) years progressive experience in the analysis and design of business or scientific applications using database management systems or high level programming languages.

Functional Responsibility

Participates in all phases of software development with emphasis on the programming, testing and documentation acceptance phases. Designs and prepares technical reports and related documentation. Must have a minimum of one years of experience in one or more of the following COBOL II, Access, Visual Basic, Oracle, C++, Customer Information Control System (CICS), and HTML/JAVA.

Minimum Education:

A Bachelor's degree from an accredited college or university in a related field.

Software Specialist 3

Seven (7) years progressive experience in the analysis and design of business or scientific applications using database management systems or high level programming languages.

Functional Responsibility:

Participates in all phases of software development with emphasis on the programming, testing, and documentation acceptance phases. Designs and prepares technical reports and related documentation. Must have a minimum of four years of experience in one or more of the following: COBOL II, Access, Visual Basic, Oracle, C++, Customer Information Control System (CICS), and HTML/JAVA.

Minimum Education

A Bachelor's degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, or a related scientific or technical discipline

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Program Manager	\$108.77
Sr. Network Engineer	\$95.18
Sr. Systems Programmer	\$101.98
Support Specialist 2	\$30.60
Support Specialist 3	\$44.06
Support Specialist 4	\$74.90
Security Specialist	\$115.59
Network Administrator	\$82.39
Software Specialist 2	\$70.01
Software Specialist 3	\$101.61