



Information Technology Schedule 70

Contract Number: GS35F0582Y

August 24, 2012 to August 23, 2017

SWAINTECHS»
.....

YOUR STRATEGIC TECHNOLOGY SOLUTION

Email: Info@swaintechs.com | www.swaintechs.com

DUNS: 808115153 | CAGE Code: 5ZFB4

Swain Online, Inc. dba Swain Techs

Table of Contents

GSA IT Schedule 70	2
Customer Information	3
Swain Techs	5
Labor Rates	6
Labor Categories & Descriptions	15

Customer Information

General Services Administration (GSA)

Authorized IT Schedule 70 Price List

The services that Swain Online, Inc. d/b/a Swain techs offers under this Schedule 70 contract includes: Resources and Facilities Management, Database Planning and Design, Systems Analysis and Design, Network Services, Programming, Conversion and Implementation Support, Network Services, Project Management and Data/Records Management.

Schedule 70 is an indefinite delivery/indefinite quantity (IDIQ) multiple award schedule, providing direct access to products, services and solutions from more than 5,000 certified industry partners. More information on IT Schedule 70 can be found online at: <http://www.gsa.gov/schedule70>.

Access to contract ordering information, terms and conditions, current pricing, and the option to create an electronic delivery order are available through GSA Advantage: <https://www.gsaadvantage.gov>.



Advantage![®]

www.gsaadvantage.gov

Schedule Number:	70
Contract Number:	GS35F0582Y
Contract Period:	August 24, 2012 to August 23, 2017
Contractor:	Swain Online, Inc. d/b/a Swain Techs Two Walnut Grove Drive #110 Horsham, PA 19044 Tel: 610-896-0701 Fax: 610-896-0704 URL: http://www.swaintechs.com/ IT Schedule 70 Inquiries can be directed to info@swaintechs.com
POC:	Manuel Trujillo, President and CEO Swain Online, Inc. d/b/a/ Swain Techs mtrujillo@swaintechs.com

Customer Information

1a. Awarded Special Item Numbers (SINs):

SIN 132-51 Information Technology Professional Services

FPDS Code D301- IT Facility Operation and Maintenance FPDS Code
D302- IT Systems Development Services

FPDS Code D306- IT Systems Analysis Services

FPDS Code D307- Automated Information Systems Design and
Integration Services

FPDS Code D308- Programming Services

FPDS Code D310- IT Backup and Security Services

FPDS Code D311- IT Data Conversion Services

FPDS Code D316- IT Network Management Services

FPDS Code D399- Other Information Technology Services, Not
Elsewhere Classified

1b. Identification of Lowest Price Model Number/Lowest Unit Price for The Model for Each Special Item Number Awarded in The Contract: N/A

1c. Hourly Rate Description of All Corresponding Commercial Job Titles, Experience, Functional Responsibility and Education for Those Types of Employees or Subcontractors Who Will Perform Services:

See Labor Rates and Labor Category Descriptions

2. **Maximum Order Limitation:** \$500,000

3. **Minimum Order:** \$100.00

4. **Geographic Coverage / Delivery Area:** CONUS

5. **Point of Production:** N/A

6. **Discount from Price List:** Swain Techs prices shown herein are
NET (discount deducted from commercial price list)

7. **Quantity Discounts:** Swain Techs does not offer quantity discounts

8. **Prompt Payment Terms:** NET 30

9. Government Commercial Credit Card Purchases:

A. BELOW MICRO-PURCHASE THRESHOLD

Swain Techs will accept all government commercial credit cards at or
below micro-purchase threshold

B. ABOVE MICRO-PURCHASE THRESHOLD

Swain Techs will accept all government commercial credit cards above
micro-purchase threshold

10. **Foreign Items:** N/A

11. Order Delivery:

a. **Time:** when required, terms shall be specified in individual task orders

b. **Expedited Delivery:** When required terms shall be specified in
individual task orders

c. **Overnight and 2-Day Delivery:** When required, terms shall be
specified in individual task orders

d. **Urgent Requirements:** Urgent delivery requirements can be requested
by the customer. Customers are encouraged to contact Swain Techs for
the purpose of accelerated delivery.

Customer Information

12. Freight on Board (F.O.B.) Point: F.O. B. Destination

13. Ordering Address and Procedures:

a. Ordering Address:
Two Walnut Grove Drive #110
Horsham, PA 19044

b. Ordering Procedures:
All ordering under any BPA agreement will be addressed as defined in the Federal Acquisition Regulation (FAR) 8.405-3

15. Warranty Provision:

When Required, terms shall be specified in individual Task Orders.

16. Export Packaging Charges:

When Required, terms shall be specified in individual Task Orders.

17. Terms and Conditions of Commercial Credit Card or Government Purchase Card Acceptance:

Swain Techs will accept payment compliant to the terms and conditions of submitted commercial credit card.

18. Terms and Conditions of Rental, Maintenance and Repair:

When Required, terms shall be specified in individual Task Orders

19. Terms and Conditions of Installation:

When Required, terms shall be specified in individual Task Orders

20. Terms and Conditions of Repair Parts and Other Conditions:

When Required, terms shall be specified in individual Task Orders

21. Service and Distribution Points:

When Required, terms shall be specified in individual Task Orders

22. Participating Dealers:

When Required, terms shall be specified in individual Task Orders

23. Preventative Maintenance:

When Required, terms shall be specified in individual Task Orders

24. Special Attributes:

a. Environmental: (i.e. recycle content, energy efficient)

b. Section 508 Compliant:

Where applicable, products offered by Swain Techs will meet all environmental requirements.

25. Data Universal Number System (DUNS) Number:

808115153

26. Registered in System for Award Management

(SAM) / Central Contractor Registration (CCR)

Database: Swain Online, Inc. d/b/a Swain Techs is registered under Cage Code number 5ZFB4

Service Contract Act

The Service Contract Act (SCA) is applicable to the IT Schedule 70 and all services provided under the contract. Swain Techs confirms that prices for the SCA labor categories meet or exceed those in the Wage Determinations (WDs) and that economic price adjustments for the SCA labor categories will be governed by Clause I-FSS-969 (b) (2). Specific Wage Determinations will be determined at the Task Order level.

Swain Techs

WHO WE ARE

As a successful 8(a) (through 2020) and Minority Business Enterprise (MBE) small business, Swain Techs has been providing program management, Information Technology, Cyber Security, and Software Engineering to the Federal government and commercial entities for more than twenty years. We have a proven record of success in supporting complex, performance-driven contracts for the Federal government.

With International Standards Organization (ISO) 9001:2008 and the only 8(a) with CMMI-DEV v1.3 and CMMI-SVC+SDD v1.3 ML3 accreditations, Swain Techs has invested in tools, technologies, and people to steadily mature our organization into one that can supply the capabilities and experience required for successful delivery of complex, multi-faceted programs. We provide the focus, energy, and innovation our customers need in their desired contractor-partner.

WHAT WE DO

Systems and Software Engineering

- Software Development Life Cycle (SDLC)
- Independent Verification and Validation Software (IV&V)
- Business Intelligence
- Modeling & Simulation

Managed IT

- Enterprise IT
- Centralized Services
- Network Administration
- Service Desk

Program Management

- PMBoK compliant
- ISO certified and CMMI ML3 appraised

Cyber Security

- NIST Risk Framework
- Information Security
- Network Security
- Mobile Security

Big Data

- Business Intelligence (BI) / Business Analytics (BA)
- Data mining/Statistical analysis

WHO WE SERVE



PRIME CONTRACT VEHICLES

- 8(a) Sole Source and Compete
- GSA Schedule: GS35F0582Y: MAS Schedule 70, SIN 132 51
- Seaport-e: N00178-12-D-7065
- NAWCAD Basic Order Agreement (BOA)
- NIH Basic Purchase Agreement (BPA)

Labor Rates

Labor Category	2015-2016 Government Site	2015-2016 Contractor Site	2016-2017 Government Site	2016-2017 Contractor Site	2017-2018 Government Site	2017-2018 Contractor Site
Administrative Assistant - 1	\$38.04	\$40.42	\$38.80	\$41.23	\$39.58	\$42.05
Administrative Assistant - 2	\$43.79	\$46.53	\$44.67	\$47.46	\$45.56	\$48.41
Administrative Assistant - 3	\$50.76	\$53.93	\$51.77	\$55.01	\$52.81	\$56.11
Budget Analyst -2	\$77.13	\$81.95	\$78.68	\$83.59	\$80.25	\$85.27
Budget Analyst -3	\$102.08	\$108.46	\$104.12	\$110.63	\$106.20	\$112.84
Configuration Manager - 0	\$59.73	\$63.46	\$60.92	\$64.73	\$62.14	\$66.03
Configuration Manager - 1	\$72.53	\$77.06	\$73.98	\$78.60	\$75.46	\$80.17
Configuration Manager - 2	\$88.60	\$94.13	\$90.37	\$96.01	\$92.17	\$97.94
Configuration Manager - 3	\$111.49	\$118.46	\$113.72	\$120.83	\$116.00	\$123.25
Cybersecurity Officer - 1	\$71.03	\$75.47	\$72.46	\$76.98	\$73.90	\$78.52
Cybersecurity Officer - 2	\$89.33	\$94.91	\$91.12	\$96.81	\$92.94	\$98.75
Cybersecurity Officer - 3	\$197.29	\$209.62	\$201.24	\$213.82	\$205.26	\$218.09
Cybersecurity Officer - 4	\$218.11	\$231.74	\$222.47	\$236.37	\$226.92	\$241.10
Cybersecurity - CND-SP Auditor/Inspector - 1	\$71.16	\$75.60	\$72.58	\$77.12	\$74.03	\$78.66
Cybersecurity - CND-SP Auditor/Inspector - 2	\$87.66	\$93.14	\$89.42	\$95.01	\$91.21	\$96.91

Labor Rates

Labor Category	2015-2016 Government Site	2015-2016 Contractor Site	2016-2017 Government Site	2016-2017 Contractor Site	2017-2018 Government Site	2017-2018 Contractor Site
Cybersecurity - CND-SP Auditor/Inspector - 3	\$113.75	\$120.86	\$116.02	\$123.28	\$118.34	\$125.74
Cybersecurity - CND-SP Auditor/Inspector - 4	\$167.68	\$178.16	\$171.04	\$181.73	\$174.46	\$185.36
Cybersecurity - CND-SP Incident Responder - 1	\$77.51	\$82.36	\$79.06	\$84.00	\$80.64	\$85.68
Cybersecurity - CND-SP Incident Responder - 2	\$110.97	\$117.91	\$113.19	\$120.27	\$115.46	\$122.67
Cybersecurity - CND-SP Incident Responder - 3	\$117.28	\$124.61	\$119.62	\$127.10	\$122.01	\$129.64
Cybersecurity - CND-SP Incident Responder - 4	\$167.92	\$178.41	\$171.28	\$181.98	\$174.70	\$185.62
Cybersecurity - CND-SP Infrastructure Support - 1	\$82.06	\$87.19	\$83.70	\$88.93	\$85.38	\$90.71
Cybersecurity - CND-SP Infrastructure Support - 2	\$91.73	\$97.47	\$93.57	\$99.42	\$95.44	\$101.41
Cybersecurity - CND-SP Infrastructure Support - 3	\$116.55	\$123.83	\$118.88	\$126.31	\$121.25	\$128.83
Cybersecurity - CND-SP Infrastructure Support - 4	\$197.56	\$209.91	\$201.51	\$214.11	\$205.54	\$218.39
Cybersecurity - IA/Security Assessor - 1	\$77.61	\$82.46	\$79.16	\$84.11	\$80.74	\$85.79
Cybersecurity - IA/Security Assessor - 2	\$93.82	\$99.69	\$95.70	\$101.68	\$97.61	\$103.72
Cybersecurity - IA/Security Assessor - 3	\$138.32	\$146.97	\$141.09	\$149.91	\$143.91	\$152.90
Cybersecurity - IA/Security Assessor - 4	\$197.29	\$209.62	\$201.24	\$213.82	\$205.26	\$218.09
Cybersecurity - Systems Engineer - 1	\$81.95	\$87.08	\$83.59	\$88.82	\$85.26	\$90.59

Labor Rates

Labor Category	2015-2016 Government Site	2015-2016 Contractor Site	2016-2017 Government Site	2016-2017 Contractor Site	2017-2018 Government Site	2017-2018 Contractor Site
Cybersecurity - Systems Engineer - 2	\$93.91	\$99.78	\$95.79	\$101.78	\$97.71	\$103.82
Cybersecurity - Systems Engineer - 3	\$106.89	\$113.58	\$109.03	\$115.85	\$111.21	\$118.16
Cybersecurity - Systems Engineer - 4	\$197.29	\$209.62	\$201.24	\$213.82	\$205.26	\$218.09
Cybersecurity - Technical Specialist/Expert - 1	\$65.01	\$69.08	\$66.32	\$70.46	\$67.64	\$71.87
Cybersecurity - Technical Specialist/Expert - 2	\$81.78	\$86.90	\$83.42	\$88.63	\$85.09	\$90.41
Cybersecurity - Technical Specialist/Expert - 3	\$155.57	\$165.29	\$158.68	\$168.60	\$161.85	\$171.97
Database Administrator - 1	\$87.29	\$92.75	\$89.04	\$94.60	\$90.82	\$96.50
Database Administrator - 2	\$107.94	\$114.69	\$110.10	\$116.98	\$112.30	\$119.32
Database Administrator - 3	\$155.58	\$165.30	\$158.69	\$168.61	\$161.86	\$171.98
Database Engineer - 1	\$106.79	\$113.47	\$108.93	\$115.74	\$111.11	\$118.05
Database Engineer - 2	\$128.03	\$136.03	\$130.59	\$138.75	\$133.20	\$141.52
Database Engineer - 3	\$139.82	\$148.55	\$142.61	\$151.53	\$145.46	\$154.56
Field Service Technician - 1	\$63.58	\$67.56	\$64.86	\$68.91	\$66.15	\$70.29
Field Service Technician - 2	\$93.49	\$99.33	\$95.36	\$101.32	\$97.26	\$103.34
Field Service Technician - 3	\$113.29	\$120.37	\$115.55	\$122.78	\$117.87	\$125.23

Labor Rates

Labor Category	2015-2016 Government Site	2015-2016 Contractor Site	2016-2017 Government Site	2016-2017 Contractor Site	2017-2018 Government Site	2017-2018 Contractor Site
Graphics Specialist - 0	\$51.73	\$54.96	\$52.76	\$56.06	\$53.82	\$57.18
Graphics Specialist - 1	\$64.46	\$68.49	\$65.75	\$69.86	\$67.06	\$71.25
Graphics Specialist - 2	\$110.73	\$117.65	\$112.95	\$120.01	\$115.21	\$122.41
Hardware Engineer - 1	\$72.78	\$77.33	\$74.23	\$78.87	\$75.72	\$80.45
Hardware Engineer - 2	\$107.11	\$113.80	\$109.25	\$116.08	\$111.44	\$118.40
Hardware Engineer - 3	\$130.64	\$138.80	\$133.25	\$141.58	\$135.92	\$144.41
Hardware Support/Maintenance Technician - 0	\$41.25	\$43.83	\$42.08	\$44.71	\$42.92	\$45.60
Hardware Support/Maintenance Technician - 1	\$52.46	\$55.74	\$53.51	\$56.86	\$54.58	\$58.00
Hardware Support/Maintenance Technician - 3	\$60.51	\$64.29	\$61.72	\$65.58	\$62.95	\$66.89
Hardware Support/Maintenance Technician - 3	\$95.58	\$101.55	\$97.49	\$103.58	\$99.44	\$105.65
Information Technology Analyst - 1	\$65.01	\$69.08	\$66.32	\$70.46	\$67.64	\$71.87
Information Technology Analyst - 2	\$81.78	\$86.90	\$83.42	\$88.63	\$85.09	\$90.41
Information Technology Analyst - 3	\$131.82	\$140.06	\$134.46	\$142.86	\$137.15	\$145.72
Information Technology Data Analyst - 1	\$68.40	\$72.67	\$69.77	\$74.13	\$71.16	\$75.61
Information Technology Data Analyst - 2	\$94.97	\$100.91	\$96.87	\$102.93	\$98.81	\$104.99

Labor Rates

Labor Category	2015-2016 Government Site	2015-2016 Contractor Site	2016-2017 Government Site	2016-2017 Contractor Site	2017-2018 Government Site	2017-2018 Contractor Site
Information Technology Data Analyst - 3	\$138.27	\$146.91	\$141.03	\$149.85	\$143.85	\$152.84
Installation Specialist - 0	\$55.23	\$58.68	\$56.33	\$59.85	\$57.46	\$61.05
Installation Specialist - 1	\$60.51	\$64.29	\$61.72	\$65.58	\$62.95	\$66.89
Installation Specialist -	\$95.58	\$101.55	\$97.49	\$103.58	\$99.44	\$105.65
Installation Specialist - 3	\$152.67	\$162.22	\$155.73	\$165.46	\$158.84	\$168.77
IT Logistics Technician - 0	\$42.58	\$45.24	\$43.43	\$46.14	\$44.30	\$47.07
IT Logistics Technician - 1	\$63.59	\$67.56	\$64.86	\$68.91	\$66.16	\$70.29
IT Logistics Technician - 2	\$97.77	\$103.88	\$99.73	\$105.96	\$101.72	\$108.08
Network Administrator - 1	\$69.38	\$73.71	\$70.77	\$75.19	\$72.18	\$76.69
Network Administrator - 2	\$99.15	\$105.34	\$101.13	\$107.45	\$103.15	\$109.60
Network Administrator - 3	\$118.16	\$125.54	\$120.52	\$128.05	\$122.93	\$130.62
Network Engineer - 1	\$77.59	\$82.44	\$79.14	\$84.09	\$80.72	\$85.77
Network Engineer - 2	\$84.24	\$89.51	\$85.93	\$91.30	\$87.65	\$93.12
Network Engineer - 3	\$131.82	\$140.06	\$134.46	\$142.86	\$137.15	\$145.72
Process Improvement / Re-Engineering Analyst - 1	\$56.76	\$60.31	\$57.89	\$61.51	\$59.05	\$62.74

Labor Rates

Labor Category	2015-2016 Government Site	2015-2016 Contractor Site	2016-2017 Government Site	2016-2017 Contractor Site	2017-2018 Government Site	2017-2018 Contractor Site
Process Improvement / Re-Engineering Analyst - 2	\$86.34	\$91.73	\$88.06	\$93.57	\$89.82	\$95.44
Process Improvement / Re-Engineering Analyst - 3	\$125.05	\$132.86	\$127.55	\$135.52	\$130.10	\$138.23
Program Manager - 1	\$95.80	\$101.79	\$97.72	\$103.83	\$99.68	\$105.90
Program Manager - 2	\$119.28	\$126.74	\$121.67	\$129.27	\$124.10	\$131.86
Program Manager -3	\$149.43	\$158.77	\$152.42	\$161.94	\$155.47	\$165.18
Program Manager - 4	\$186.20	\$197.84	\$189.92	\$201.79	\$193.72	\$205.83
Program Support Specialist - 0	\$43.74	\$46.47	\$44.61	\$47.40	\$45.50	\$48.35
Program Support Specialist - 1	\$50.69	\$53.86	\$51.71	\$54.94	\$52.74	\$56.04
Program Support Specialist - 2	\$58.90	\$62.58	\$60.07	\$63.83	\$61.28	\$65.11
Project Manager - 1	\$78.98	\$83.92	\$80.56	\$85.60	\$82.17	\$87.31
Project Manager - 2	\$90.98	\$96.66	\$92.80	\$98.60	\$94.65	\$100.57
Project Manager - 3	\$104.89	\$111.44	\$106.98	\$113.67	\$109.12	\$115.94
Project Scheduler - 0	\$52.70	\$56.00	\$53.76	\$57.12	\$54.83	\$58.26
Project Scheduler - 1	\$78.98	\$83.92	\$80.56	\$85.60	\$82.17	\$87.31
Project Scheduler - 3	\$87.23	\$92.69	\$88.98	\$94.54	\$90.76	\$96.43

Labor Rates

Labor Category	2015-2016 Government Site	2015-2016 Contractor Site	2016-2017 Government Site	2016-2017 Contractor Site	2017-2018 Government Site	2017-2018 Contractor Site
Quality Assurance Manager/Specialist - 1	\$69.54	\$73.89	\$70.94	\$75.37	\$72.35	\$76.88
Quality Assurance Manager/Specialist - 2	\$101.97	\$108.34	\$104.01	\$110.51	\$106.09	\$112.72
Quality Assurance Manager/Specialist - 3	\$129.85	\$137.97	\$132.45	\$140.73	\$135.10	\$143.54
Satellite Field Service Technician - 1	\$56.55	\$60.08	\$57.68	\$61.28	\$58.83	\$62.51
Satellite Field Service Technician - 2	\$93.49	\$99.33	\$95.36	\$101.32	\$97.26	\$103.34
Satellite Field Service Technician - 3	\$113.29	\$120.37	\$115.55	\$122.78	\$117.87	\$125.23
Service Desk Specialist - 0	\$48.71	\$51.76	\$49.69	\$52.79	\$50.68	\$53.85
Service Desk Specialist - 1	\$65.31	\$69.39	\$66.61	\$70.78	\$67.94	\$72.19
Service Desk Specialist - 2	\$88.45	\$93.98	\$90.22	\$95.86	\$92.03	\$97.78
Software / Web Developer - 1	\$79.26	\$84.22	\$80.85	\$85.90	\$82.46	\$87.62
Software / Web Developer - 2	\$94.86	\$100.79	\$96.76	\$102.80	\$98.69	\$104.86
Software / Web Developer - 3	\$148.62	\$157.91	\$151.59	\$161.07	\$154.63	\$164.29
Software Engineer - 1	\$79.08	\$84.02	\$80.66	\$85.70	\$82.27	\$87.41
Software Engineer -	\$108.66	\$115.45	\$110.83	\$117.76	\$113.05	\$120.12
Software Engineer - 3	\$125.25	\$133.08	\$127.76	\$135.74	\$130.31	\$138.45

Labor Rates

Labor Category	2015-2016 Government Site	2015-2016 Contractor Site	2016-2017 Government Site	2016-2017 Contractor Site	2017-2018 Government Site	2017-2018 Contractor Site
Software Engineer - 4	\$183.81	\$195.30	\$187.49	\$199.21	\$191.24	\$203.19
Storage Administrator - 1	\$73.93	\$78.55	\$75.41	\$80.12	\$76.92	\$81.73
Storage Administrator - 2	\$95.38	\$101.35	\$97.29	\$103.37	\$99.24	\$105.44
Storage Administrator -3	\$135.95	\$144.45	\$138.67	\$147.34	\$141.44	\$150.28
Subject Matter/Functional Expert - 2	\$167.68	\$178.16	\$171.04	\$181.73	\$174.46	\$185.36
Subject Matter/Functional Expert - 3	\$224.90	\$238.96	\$229.40	\$243.73	\$233.99	\$248.61
Subject Matter/Functional Expert - 4	\$261.69	\$278.05	\$266.93	\$283.61	\$272.27	\$289.28
Systems Administrator - 1	\$73.93	\$78.55	\$75.41	\$80.12	\$76.92	\$81.73
Systems Administrator - 2	\$89.51	\$95.11	\$91.30	\$97.01	\$93.13	\$98.95
Systems Administrator - 3	\$108.09	\$114.84	\$110.25	\$117.14	\$112.46	\$119.48
Systems Administrator - 4	\$145.24	\$154.32	\$148.15	\$157.41	\$151.11	\$160.56
Systems Architect - 1	\$93.91	\$99.78	\$95.79	\$101.78	\$97.71	\$103.82
Systems Architect - 2	\$115.93	\$123.18	\$118.25	\$125.64	\$120.61	\$128.15
Systems Architect - 3	\$145.24	\$154.32	\$148.15	\$157.41	\$151.11	\$160.56
Systems Engineer - 1	\$77.83	\$82.69	\$79.39	\$84.35	\$80.97	\$86.03

Labor Rates

Labor Category	2015-2016 Government Site	2015-2016 Contractor Site	2016-2017 Government Site	2016-2017 Contractor Site	2017-2018 Government Site	2017-2018 Contractor Site
Systems Engineer - 2	\$93.91	\$99.78	\$95.79	\$101.78	\$97.71	\$103.82
Systems Engineer - 3	\$131.82	\$140.06	\$134.46	\$142.86	\$137.15	\$145.72
Systems Engineer - 4	\$203.58	\$216.30	\$207.65	\$220.63	\$211.80	\$225.04
Technical Writer - 0	\$51.82	\$55.06	\$52.86	\$56.16	\$53.91	\$57.28
Technical Writer - 1	\$61.23	\$65.05	\$62.45	\$66.35	\$63.70	\$67.68
Technical Writer - 3	\$74.63	\$79.29	\$76.12	\$80.88	\$77.64	\$82.49
Technical Writer - 4	\$136.82	\$145.37	\$139.55	\$148.28	\$142.35	\$151.24
Test Engineer - 0	\$60.67	\$64.46	\$61.88	\$65.75	\$63.12	\$67.06
Test Engineer - 1	\$71.08	\$75.52	\$72.50	\$77.03	\$73.95	\$78.57
Test Engineer - 2	\$113.85	\$120.97	\$116.13	\$123.38	\$118.45	\$125.85
Test Engineer - 3	\$122.24	\$129.88	\$124.69	\$132.48	\$127.18	\$135.13

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Administrative Assistant - 1	Performs a variety of administrative functions. Schedules appointments, gives information to callers, and takes dictation. Composes memos, transcribes notes, and researches and creates presentations. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget. Requires a high school diploma with 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.	HS*	1-2 years
Administrative Assistant - 2	Performs a variety of administrative functions. Schedules appointments, gives information to callers, and takes dictation. Composes memos, transcribes notes, and researches and creates presentations. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget. Requires a high school diploma with 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	HS*	3 years
Administrative Assistant - 3	Performs a variety of administrative functions. Schedules appointments, gives information to callers, and takes dictation. Composes memos, transcribes notes, and researches and creates presentations. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget. Requires a high school diploma with at least 5 years of experience in the field or in a related area. 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 direct and lead the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	AA*	5 years
Budget Analyst - 2	Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs. Requires a bachelor's degree and 4-6 years of experience in the field or in a related area. 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. May report to an executive or a manager.	BA/BS*	7 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Budget Analyst -3	Directs and coordinates budgeting activities including budget formulation, monitoring, and presentation. Directs compilation of data used to prepare budgets and to justify fund requests. Coordinates appropriations for divisional and specific programs while balancing the need for emergency funds. Reviews operating budgets periodically to analyze trends affecting budget needs. Requires a bachelor's degree and 5-7 years of experience in the field or in a related area. 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. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department or top management.	BA/BS*	10 years
Configuration Manager - 0	Analyzes changes of product design to determine the effect on the end product design and function and determines and prepares documentation necessary for change. Coordinates with customers and manufacturers to determine a process for change reporting. Reviews released engineering change data and changes documenting activities to ensure adherence to configuration management procedures and policies. Typically requires at least a bachelor's degree in area of specialty and 0-3 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor.	AS*	1-2 years
Configuration Manager - 1	Analyzes changes of product design to determine the effect on the end product design and function and determines and prepares documentation necessary for change. Coordinates with customers and manufacturers to determine a process for change reporting. Reviews released engineering change data and changes documenting activities to ensure adherence to configuration management procedures and policies. Typically requires at least a bachelor's degree in area of specialty and 2-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor.	BS*	3 years
Configuration Manager - 2	Analyzes changes of product design to determine the effect on the end product design and function and determines and prepares documentation necessary for change. Coordinates with customers and manufacturers to determine a process for change reporting. Reviews released engineering change data and changes documenting activities to ensure adherence to configuration management procedures and policies. Typically requires at least a bachelor's degree in area of specialty and 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	BS*	6 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Configuration Manager - 3	Analyzes changes of product design to determine the effect on the end product design and function and determines and prepares documentation necessary for change. Coordinates with customers and manufacturers to determine a process for change reporting. Reviews released engineering change data and changes documenting activities to ensure adherence to configuration management procedures and policies. Typically requires at least a bachelor's degree in area of specialty and 7-10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.	MS*	10 years
Cybersecurity Officer - 1	Responsible for determining enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor.	BS*	3 years
Cybersecurity Officer - 2	Responsible for determining enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor.	BS*	6 years
Cybersecurity Officer - 3	Responsible for determining enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor.	MS*	10 years
Cybersecurity Officer - 4	Responsible for determining enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	18 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Cybersecurity - CND-SP Auditor/Inspector - 1	Audits information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades. May require a bachelor's degree and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager	BS*	3 years
Cybersecurity - CND-SP Auditor/Inspector - 2	Audits information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades. May require a bachelor's degree and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	BS*	6 years
Cybersecurity - CND-SP Auditor/Inspector - 3	Oversees a staff of IT auditors responsible for auditing information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades. Requires a bachelor's degree in a related area and at least 7 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Relies on experience and judgment to plan and accomplish goals. Typically reports to top management.	MS*	10 years
Cybersecurity - CND-SP Auditor/Inspector - 4	Establishes, plans, and administers the overall policies and goals for the information technology department. Analyzes the needs of different departments and determines ways to meet business objectives by modifying existing or developing new information processing systems. Requires a bachelor's degree in a related area with at least 8 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a CIO.	MS*	18 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Cybersecurity - CND-SP Incident Responder - 1	Maintains systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. May require a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.	BS*	3 years
Cybersecurity - CND-SP Incident Responder - 2	Maintains systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. May require a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	BS*	6 years
Cybersecurity - CND-SP Incident Responder - 3	Manages and guides the maintenance of systems to protect data from unauthorized users. Develops and administers policies and procedures for identifying, reporting, and resolving security violations. May require a bachelor's degree in area of specialty and at least 7 -10 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department.	MS*	10 years
Cybersecurity - CND-SP Incident Responder - 4	Establishes, plans, and administers the overall policies and goals for the information technology department. Analyzes the needs of different departments and determines ways to meet business objectives by modifying existing or developing new information processing systems. Requires a bachelor's degree in a related area with at least 8 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a CIO.	MS*	18 years
Cybersecurity - CND-SP Infrastructure Support - 1	Analyzes information security systems and applications and recommends and develops security measures to protect information against unauthorized modification or loss. Requires a bachelor's degree with at least 5 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	BS*	3 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Cybersecurity - CND-SP Infrastructure Support - 2	Manages all network security systems for LAN/WAN, telecommunications, and voice systems. Leads network security administration staff. Requires a bachelor's degree with at least 5 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	BS*	6 years
Cybersecurity - CND-SP Infrastructure Support - 3	Administers and maintains policies to ensure physical safety of all property and assets owned by the organization. Supervises administration and operation of organization's security equipment and staff. May communicate with law enforcement on security matters. Requires a bachelor's degree with at least 7 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a top management.	MS*	10 years
Cybersecurity - CND-SP Infrastructure Support - 4	Responsible for determining enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure. Requires a bachelor's degree with at least 12 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	18 years
Cybersecurity - IA/Security Assessor - 1	Maintains systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. May require a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.	BS*	3 years
Cybersecurity - IA/Security Assessor - 2	Maintains systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. May require a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	BS*	6 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Cybersecurity - IA/Security Assessor - 3	Ensures that all system platforms are functional and secure. Works with upper management to determine acceptable level of risk for enterprise computing platforms. Requires a bachelor's degree with at least 8 - 10 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	10 years
Cybersecurity - IA/Security Assessor - 4	Responsible for determining enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure. Requires a bachelor's degree with at least 12 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	18 years
Cybersecurity - Systems Engineer - 1	Analyzes information security systems and applications and recommends and develops security measures to protect information against unauthorized modification or loss. Requires a bachelor's degree with at least 5 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	BS*	3 years
Cybersecurity - Systems Engineer - 2	Responsible for the planning and engineering of an organization's systems infrastructure. Includes the implementation and design of hardware and software. Monitors the performance of systems. Typically requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager	BS*	6 years
Cybersecurity - Systems Engineer - 3	Directs all aspects of an organization's business systems. Plans and implements technological service strategies to support business and user needs. Acts as major liaison with other departments to identify business system meet enterprise's needs. Requires a bachelor's degree with at least 10 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	10 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Cybersecurity - Systems Engineer - 4	Responsible for determining enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure. Requires a bachelor's degree with at least 12 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	18 years
Cybersecurity - Technical Specialist/Expert - 1	Reviews, analyzes, and evaluates information technology systems operations. May require an associate's degree in a related area and 2-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.	BS*	3 years
Cybersecurity - Technical Specialist/Expert - 2	Reviews, analyzes, and evaluates information technology systems operations. May require a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area. 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. May report directly to a project lead or manager. A wide degree of creativity and latitude is expected.	BS*	6 years
Cybersecurity - Technical Specialist/Expert - 3	Directs all aspects of an organization's business systems. Plans and implements technological service strategies to support business and user needs. Acts as major liaison with other departments to identify business system meet enterprise's needs. Requires a bachelor's degree with at least 10 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	10 years
Database Administrator - 1	Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of the company database. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. May require a bachelor's degree and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a manager.	BS*	3 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Database Administrator - 2	Manages the administration of client/server database. Analyzes the client/server database needs and develops a long-term strategy for data storage. Establishes policies and procedures related to data security and integrity. Monitors and limits database access as needed. Oversees the design, maintenance and implementation of the systems that manage a client/server database. Requires a bachelor's degree with at least 7 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	BS*	6 years
Database Administrator - 3	Establishes and directs the strategic long-term goals, policies and procedures for an organization's online content. Determines the long-term systems needs and hardware acquisitions to accomplish the organization's business objectives. May require a bachelor's/master's degree and at least 10 years of experience in the field. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	10 years
Database Engineer - 1	Develops and designs interface, front pages, and the tools to navigate on the website. Performs unit testing at the page level. Sets code standards and leads code reviews. Reviews specifications and provides time estimates on the development of projects and features. Prioritizes projects and deliverables. May require a bachelor's degree in a related area and 2-4 years of experience in a related field. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a manager	BS*	3 years
Database Engineer - 2	Develops and designs interface, front pages, and the tools to navigate a website. Performs unit testing at the page level. Sets code standards and leads code reviews. Reviews specifications and provides time estimates on the development of projects and features. Prioritizes projects and deliverables. Requires a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area. 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 direct and lead the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected	BS*	6 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Database Engineer - 3	Manages applications engineering team who research, collect and report information on the ability and capacity of company products and competing equipment. Oversees and contributes to the design and development of equipment and systems or redesign to existing equipment to fulfill the needs of customers. Ensures projects are completed on time and within budget. Acts as advisor to applications engineering team regarding projects, tasks, and operations. May require a bachelor's degree in area of specialty and at least 10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to head of a unit/department.	MS*	10 years
Field Service Technician - 1	Installs, troubleshoots, and maintains products/equipment. Trains employees, identifies, analyzes, and repairs product failures, orders and replaces parts as needed. Determines and recommends which products or services best fit the customers' needs. Requires a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	BS*	3 years
Field Service Technician - 2	Installs, troubleshoots, and maintains products/equipment. Trains employees, identifies, analyzes, and repairs product failures, orders and replaces parts as needed. Determines and recommends which products or services best fit the customers' needs. Requires a bachelor's degree in area of specialty and 6-8 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	BS*	6 years
Field Service Technician - 3	Directs and oversees field services activities within an organization. Plans and develops policies and procedures for on-site installation, testing, maintenance, and troubleshooting. Ensures all field service projects are completed within budget/deadline to meet customers' needs. Requires a bachelor's degree in area of specialty and at least 10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management	MS*	10 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Graphics Specialist - 0	Uses knowledge of current graphic design software to produce graphic art and visual materials for promotions, advertisements, films, packaging, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates and manipulates graphic images, animations, sound, text and video into consolidated and seamless multimedia programs. Must remain abreast of technological advances in the field and be able to identify areas of use in the organization. May require a bachelor's degree or its equivalent and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A great deal of creativity and latitude is expected	HS*	1-2 years
Graphics Specialist - 1	Uses knowledge of current graphic design software to produce graphic art and visual materials for promotions, advertisements, films, packaging, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates and manipulates graphic images, animations, sound, text and video into consolidated and seamless multimedia programs. Must remain abreast of technological advances in the field and be able to identify areas of use in the organization. May require a bachelor's degree or its equivalent and at least 4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A great deal of creativity and latitude is expected.	HS*	3 years
Graphics Specialist - 2	Manages a team of designers and drafters that use computer aided design (CAD) for products. Ensures the drawings and designs are completed on time and adhere to the established specifications and standards. May prepare project schedules, bids, or proposals. Requires a bachelor's degree in area of specialty and at least 7 years of experience in the field or in a related area. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department.	HS*	6 years
Hardware Engineer - 1	Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring. May require a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager	BS*	3 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Hardware Engineer - 2	Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring. May require a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager	BS*	6 years
Hardware Engineer - 3	Plans and directs all aspects of hardware engineering activities within an organization. Ensures all hardware engineering projects, initiatives, and processes are in conformance with organization's established policies and objectives. Reviews and approves testing and QA procedures. Typically requires a bachelor's degree in area of specialty and at least 8 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department	MS*	10 years
Hardware Support/Maintenance Technician - 0	Maintains, analyzes, troubleshoots, and repairs computer systems, hardware and computer peripherals. Documents, maintains, upgrades or replaces hardware and software systems. Supports and maintains user account information including rights, security and systems groups. May require an associate's degree or its equivalent and 0-3 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.	HS*	1-2 years
Hardware Support/Maintenance Technician - 1	Maintains, analyzes, troubleshoots, and repairs computer systems, hardware and computer peripherals. Documents, maintains, upgrades or replaces hardware and software systems. Supports and maintains user account information including rights, security and systems groups. May require an associate's degree or its equivalent and 2-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.	HS*	4 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Hardware Support/Maintenance Technician - 3	Installs, maintains, tests, troubleshoots, and repairs switches, cables, and other telecommunications equipment in the field to ensure optimum network usage and quality. Requires a high school diploma or its equivalent and 4-6 years of related experience. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor.	HS*	6 years
Hardware Support/Maintenance Technician - 3	Installs, maintains, tests, troubleshoots, and repairs switches, cables, and other telecommunications equipment in the field to ensure optimum network usage and quality. Requires a high school diploma or its equivalent and 6- 10 years of related experience. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor.	HS*	10 years
Information Technology Analyst - 1	Reviews, analyzes, and evaluates information technology systems operations. May require an associate's degree in a related area and 2-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.	BS*	3 years
Information Technology Analyst - 2	Reviews, analyzes, and evaluates information technology systems operations. May require a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area. 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. May report directly to a project lead or manager. A wide degree of creativity and latitude is expected.	BS*	6 years
Information Technology Analyst - 3	Responsible for designing and implementing information systems which will adequately support the enterprise infrastructure of the organization. Analyzes system requirements and ensures that systems will offer security and will be effectively integrated with current applications. Ensures that all systems are working at optimal levels and offers support to application development department regarding new technologies and system requirements. Has deep understanding of infrastructure, application programming, and web and software applications. Requires a bachelor's degree in area of specialty and 8-10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department	MS*	10 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Information Technology Data Analyst - 1	Interprets results using a variety of techniques, ranging from simple data aggregation via statistical analysis to complex data mining. Designs, develops, implements and maintains business solutions. Works directly with clients and project and business leaders to identify analytical requirements. Requires a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager	BS*	3 years
Information Technology Data Analyst - 2	Develops data models to meet the needs of the organization's information systems. Manages the flow of information between departments through the use of relational databases. Maintains data integrity by working to eliminate redundancy. Stays informed of the ways the organization uses its data. May require a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area. Familiar with concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is required. May lead and direct the work of others. Typically reports to a manager.	BS*	6 years
Information Technology Data Analyst - 3	Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Requires a bachelor's degree in area of specialty and at least 8-10 years of experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	MS*	10 years
Installation Specialist - 0	Installs, maintains, tests, troubleshoots, and repairs switches, cables, and other telecommunications equipment in the field to ensure optimum network usage and quality. Requires a high school diploma or its equivalent and 2-4 years of related experience. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor	AS*	1-2 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Installation Specialist - 1	Installs, maintains, tests, troubleshoots, and repairs switches, cables, and other telecommunications equipment in the field to ensure optimum network usage and quality. Requires a high school diploma or its equivalent and 4-6 years of related experience. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor.	BS*	3 years
Installation Specialist - 2	Manages the installation, maintenance, testing, troubleshooting, and repairing of switches, cables, and other telecommunications equipment in the field to ensure optimum network usage and quality. Ensures compliance to customer specifications and company requirements. Ensures all functions are completed on time and within budget. Coordinates the scheduling of installation and maintenance services. May require a bachelor's degree in area of specialty and at least 7 years of related experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of unit/department.	BS*	6 years
Installation Specialist - 3	Directs the installation, maintenance, testing, troubleshooting, and repairing of switches, cables, and other telecommunications equipment in the field to ensure optimum network usage and quality. Ensures compliance to customer specifications and company requirements. Ensures all functions are completed on time and within budget. Oversees the scheduling of installation and maintenance services. Requires a bachelor's degree or its equivalent and at least 10 years of related experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	10 years
IT Logistics Technician - 0	Records and maintains control of all inventory items purchased and produced. Ensures compliance with established internal control procedures. Requires a high school diploma with at least 5 years' experience. 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. Directs and leads the work of others. A certain degree of creativity and latitude is required. Typically reports to a supervisor/manager.	AS*	1-2 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
IT Logistics Technician - 1	Responsible for administrative duties within the IT procurement and inventory management function. Maintains records and databases containing information regarding licenses, warranties, and service agreements for the organization's hardware and software. Minimizes organizational cost through product standardization and tracking. Tracks quality throughout the product lifetime. Requires a bachelor's degree and 0-3 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under general supervision. Typically reports to a supervisor or manager.	BS*	3 years
IT Logistics Technician - 2	Manages the operations of the IT procurement and inventory management function. Manages the maintenance of records and databases containing information regarding licenses, warranties, and service agreements for the organization's hardware and software. Minimizes organizational cost through product standardization and tracking. Tracks quality throughout the product lifetime. Requires a bachelor's degree and at least 7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is required. Typically reports to a head of a unit/department.	BS*	6 years
Network Administrator - 1	Manages the operations of the IT procurement and inventory management function. Manages the maintenance of records and databases containing information regarding licenses, warranties, and service agreements for the organization's hardware and software. Minimizes organizational cost through product standardization and tracking. Tracks quality throughout the product lifetime. Requires a bachelor's degree and at least 7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is required. Typically reports to a head of a unit/department.	BS*	3 years
Network Administrator - 2	Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. May require a bachelor's degree in area of specialty and 6-8 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	BS*	6 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Network Administrator - 3	Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. May require a bachelor's degree in area of specialty and 6-8 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	MS*	10 years
Network Engineer - 1	Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Requires a bachelor's degree in area of specialty and 2-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor.	BS*	3 years
Network Engineer - 2	Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. May require a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area. 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 tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	BS*	5 years
Network Engineer - 3	Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. May require a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area. 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 tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	MS*	10 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Process Improvement / Re-Engineering Analyst - 1	Assists in implementing production procedures to optimize new and existing manufacturing processes. Gathers research on new and existing technologies and procedures and helps make recommendations for designing/redesigning production processes. May require a bachelor's/master's degree in area of specialty and 2-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a manager or head of a unit/department.	BS*	3 years
Process Improvement / Re-Engineering Analyst - 2	Responsible for designing and implementing manufacturing processes, equipment, and plants (from pilot to fully operational) to achieve the production goals of the organization. Identifies and develops process and equipment needed to produce specific products, parts, and components. May require a bachelor's/master's degree and at 5-8 years of experience in the field or in a related area. 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 tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	BS*	6 years
Process Improvement / Re-Engineering Analyst - 3	Manages a team responsible for the design and implementation of manufacturing processes, equipment, or plants. Responsible for operational excellence via efficient plant design. Ensures continuous improvement in process, cost, quality and production. Manages all engineering projects and resolves engineering problems. Requires a bachelor's degree in area of specialty and 8-10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department	MS*	10 years
Program Manager - 1	Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules and develops solutions to program problems. Requires a bachelor's degree and 5-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A certain degree of creativity and latitude is required. Typically reports to a manager.	BS*	3 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Program Manager - 2	Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. Requires a bachelor's degree and at least 10 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A certain degree of creativity and latitude is required. Typically reports to a unit/department head.	BS*	6 years
Program Manager - 3	Directs and oversees the Program Management Office (PMO) to ensure IT programs and projects meet organization goals and requirements. Develops and implements PMO processes and policies, directs project management staff, and works with other department leaders to define, prioritize, and develop projects and programs. Requires a bachelor's degree in a related area and at least 10 years of experience in the field or in a related area. Familiar with concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is required. Typically reports to a top management.	MS*	10 years
Program Manager - 4	Leads the overall Program Management Office (PMO) to ensure IT programs and projects meet organizations standards. Mentors project leaders to improve processes, procedures and standards based on program's needs. Works with other department leaders to implement organization's blueprints accurately. Requires a bachelor's degree in a related area and at least 15 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Typically reports to top management.	MS*	18 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Program Support Specialist 0	Performs a variety of administrative functions. Schedules appointments, gives information to callers, and takes dictation. Composes memos, transcribes notes, and researches and creates presentations. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget. Requires a high school diploma with 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	AS*	1-2 years
Program Support Specialist 1	Performs a variety of administrative functions. Schedules appointments, gives information to callers, and takes dictation. Composes memos, transcribes notes, and researches and creates presentations. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget. Requires a high school diploma with at least 5 years of experience in the field or in a related area. 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 direct and lead the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	BS*	3 years
Program Support Specialist - 2	Performs a variety of administrative functions. Schedules appointments, gives information to callers, and takes dictation. Composes memos, transcribes notes, and researches and creates presentations. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget. Requires a high school diploma with at least 7 years of experience in the field or in a related area. 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 direct and lead the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	BS*	6 years
Project Manager - 1	Responsible for the coordination and completion of projects within the information technology department. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Builds and maintains working relationships with team members, vendors, and other departments involved in the projects. Prepares reports for upper management regarding status of project. May require a bachelor's degree and 2-4 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department	BS*	3 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Project Manager - 2	Responsible for the coordination and completion of projects within the information technology department. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Builds and maintains working relationships with team members, vendors, and other departments involved in the projects. Prepares reports for upper management regarding status of project. May require a bachelor's degree and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department	BS*	6 years
Project Manager - 3	Responsible for the coordination and completion of projects within the information technology department. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Builds and maintains working relationships with team members, vendors, and other departments involved in the projects. Prepares reports for upper management regarding status of project. May require a bachelor's degree and at least 7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	MS*	10 years
Project Scheduler - 0	Plans and coordinates project scheduling, budgeting, and administrative tasks. Supports the project staff by facilitating project logistics such as meetings, conference rooms, conference calls, etc. Takes meeting minutes and action items during meetings and performs basic follow-up. Assists in development of presentations. Requires a bachelor's degree in a related area and 4-6 years of experience in the field or in a related area. 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 tasks. Typically reports to a project leader or manager.	AS*	1-2 years
Project Scheduler - 1	Responsible for the coordination and completion of projects within the information technology department. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Builds and maintains working relationships with team members, vendors, and other departments involved in the projects. Prepares reports for upper management regarding status of project. May require a bachelor's degree and 2-4 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	BS*	3 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Project Scheduler - 3	Coordinates all IT projects and ensures company resources are utilized appropriately. Compiles project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. Identifies and analyzes systems requirements and defines project scope, requirements, and deliverables. Coordinates project activities and ensures all project phases are documented appropriately. Requires a bachelor's degree and at least 5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A degree of creativity and latitude is required. Typically reports to a supervisor or manager.	BS*	6 years
Quality Assurance Manager/Specialist - 1	Performs inspections and sets quality assurance testing models for analysis of raw materials, materials in process, and finished products. Requires a bachelor's degree and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.	BS*	3 years
Quality Assurance Manager/Specialist - 2	Defines and implements IT quality assurance practices and procedures. Manages a group of quality assurance analysts who test, evaluate, and validate IT initiatives and identify issues in software or services. Analyzes discrepancies in service or performance and makes recommendations for product or service updates. Requires a bachelor's degree with at least 7 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to head of a unit/department.	BS*	6 years
Quality Assurance Manager/Specialist - 3	Responsible for planning and directing quality assurance policies, programs and initiatives. Develops and tracks operational metrics for the quality assurance function. Directs the design and implementation of IT services. Requires a bachelor's degree with at least 15 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	10 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Satellite Field Service Technician - 1	Operates on site in an on-call capacity. Installs, repairs, and maintains telecommunications equipment. Ensures equipment runs at optimal levels and performs routine repairs and maintenance. Documents all inspections and servicing as required. May require an associate's degree in area of specialty and 3-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under minimal supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	BS*	3 years
Satellite Field Service Technician - 2	Installs, troubleshoots, and maintains products/equipment. Trains employees, identifies, analyzes, and repairs product failures, orders and replaces parts as needed. Determines and recommends which products or services best fit the customers' needs. Requires a bachelor's degree in area of specialty and 6-8 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department	BS*	6 years
Satellite Field Service Technician - 3	Directs and oversees field services activities within an organization. Plans and develops policies and procedures for on-site installation, testing, maintenance, and troubleshooting. Ensures all field service projects are completed within budget/deadline to meet customers' needs. Requires a bachelor's degree in area of specialty and at least 10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	10 years
Service Desk Specialist - 0	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. May require an associate's degree in a related area and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.	AS*	1-2 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Service Desk Specialist - 1	May supervise the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. A level I supervisor is considered a working supervisor with little authority for personnel actions. May require a bachelor's degree in area of specialty. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	BS*	3 years
Service Desk Specialist - 2	Manages a team of support personnel who troubleshoot IT issues. Implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected. Ensures maximum issue resolutions in minimum time. Evaluates new information systems products or services and suggests changes to existing products or services to better aide the end user. Requires a bachelor's degree with at least 7 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to head of a unit/department.	BS*	6 years
Software / Web Developer - 1	Responsible for developing, testing, implementing, and maintaining web-based application systems. Troubleshoots system problems and issues and looks for ways to improve the application. May require a bachelor's degree in a related area and at least 2-4 years of experience in the field or in a related area. Has knowledge of a variety of concepts, practices, and procedures within a particular field (i.e., HTML, Java, etc.) Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.	BS*	3 years
Software / Web Developer - 2	Codes software applications to adhere to designs supporting internal business requirements or external customers. Standardizes the quality assurance procedure for software. Oversees testing and develops fixes. May require a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area. Has knowledge of standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude required. Typically reports to a project leader or manager.	BS*	6 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Software / Web Developer - 3	Plans, coordinates, and supervises all activities related to the design, development, and implementation of the organization's applications development and analysis function. Manages multiple development teams supporting different lines of businesses. Work closely with clients in order to map and support their operational needs. Responsible for developing, distributing, supporting, enforcing, and integrating best practices and technology standards across the organization. Requires a bachelor's degree in area of specialty and at least 10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	10 years
Software Engineer - 1	Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Requires a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.	BS*	3 years
Software Engineer -	Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Designs, plans, and coordinates work teams. Provides technical support to project team members. Requires a bachelor's degree in a related area and 6-8 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 tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department	BS*	6 years
Software Engineer - 3	Designs, modifies, develops, writes and implements software programming applications/operating systems. Also, coordinates work teams. Provides technical support to project team members. Requires a bachelor's degree in area of specialty and at least 8-10 years of experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected. May report to an executive or a manager.	MS*	10 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Software Engineer - 4	Responsible for all the software development within an organization. Directs the software engineering function in developing, releasing, and maintaining software applications/operating systems according to business needs. Requires a bachelor's degree with at least 10 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	18 years
Storage Administrator - 1	Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. May require a bachelor's degree with at least 2-4 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.	BS*	3 years
Storage Administrator - 2	Designs, plans, and implements storage systems and procedures. Maintains efficient and reliable backup and recovery procedures. Troubleshoots and supports the organizations storage systems. Creates and reviews reports on storage usage. Experienced with operating systems and Storage Area Networks (SAN) and backup solutions. Requires a bachelor's degree in area of specialty and at least 5 years of experience in the field or in a related area. Demonstrates expertise in 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. Typically reports to a manager or head of a unit/department.	BS*	6 years
Storage Administrator -3	Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Requires a bachelor's degree in area of specialty and at least 8-10 years of experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	MS*	10 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Subject Matter/Functional Expert - 2	Establishes, plans, and administers the overall policies and goals for the information technology department. Analyzes the needs of different departments and determines ways to meet business objectives by modifying existing or developing new information processing systems. Requires a bachelor's degree in a related area with at least 8 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a CIO.	BS*	6 years
Subject Matter/Functional Expert - 3	Responsible for the long-range direction of an organization's technology function. Directs the strategic design, acquisition, management, and implementation of an enterprise-wide technology infrastructure. Maintains technology standards for the organization. Directs the activities necessary to keep the technology infrastructure running seamlessly, efficiently, and effectively while ensuring compliance with established standards and policies. May require an advanced degree in a related area with at least 15 years of experience in the information technology field. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a Chief Information Technology Officer or a Chief Executive Officer.	MS*	10 years
Subject Matter/Functional Expert - 4	Establishes and directs the strategic long-term goals, policies and procedures for an information technology department. Determines an organization's long-term systems needs and any hardware acquisitions needed to accomplish the organization's business objectives. May require an advanced degree in a related area with at least 10 years of experience in the information technology field. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a CEO or COO	MS*	18 years
Systems Administrator - 1	Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. May require a bachelor's degree with at least 2-4 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager	BS*	3 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Systems Administrator - 2	Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. May require a bachelor's degree and 3-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a project leader or manager.	BS*	6 years
Systems Administrator - 3	Reviews, analyzes, and evaluates business systems and user needs. Documents requirements, defines scope and objectives, and formulates systems to parallel overall business strategies. Requires a bachelor's degree in area of specialty and at least 8-10 years of experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	MS*	10 years
Systems Administrator - 4	Responsible for designing architecture for an organization on an enterprise level. Defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization. Requires a master's degree in area of specialty and 10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	18 years
Systems Architect - 1	Responsible for the planning and engineering of an organization's systems infrastructure. Includes the implementation and design of hardware and software. Monitors the performance of systems. Typically requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.	BS*	3 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Systems Architect - 2	Develops and implements policies and procedures to ensure that systems support the organization's business requirements and meet the needs of end users. Defines systems requirements based on user/client needs, cost, and required integration with existing applications, systems, or platforms. Defines technical standards and functionality tests. May develop specifications, prototypes, or initial user guides. Typically requires a bachelor's degree and at least 7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department or top management.	BS*	6 years
Systems Architect - 3	Responsible for designing architecture for an organization on an enterprise level. Defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization. Requires a master's degree in area of specialty and 10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	10 years
Systems Engineer - 1	Responsible for the planning and engineering of an organization's systems infrastructure. Includes the implementation and design of hardware and software. Monitors the performance of systems. Typically requires a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	BS*	3 years
Systems Engineer - 2	Responsible for the planning and engineering of an organization's systems infrastructure. Includes the implementation and design of hardware and software. Monitors the performance of systems. Typically requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.	BS*	6 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Systems Engineer - 3	Responsible for designing and implementing information systems which will adequately support the enterprise infrastructure of the organization. Analyzes system requirements and ensures that systems will offer security and will be effectively integrated with current applications. Ensures that all systems are working at optimal levels and offers support to application development department regarding new technologies and system requirements. Has deep understanding of infrastructure, application programming, and web and software applications. Requires a bachelor's degree in area of specialty and 8-10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	MS*	10 years
Systems Engineer - 4	Oversees and plans all aspects of the organization's infrastructure projects. Develops effective strategies to meet enterprise infrastructure needs. Requires a bachelor's degree in area of specialty and at least 15 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Typically reports to top management.	MS*	18 years
Technical Writer - 0	Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. May require a bachelor's degree in a related area and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Works under immediate supervision; typically reports to a supervisor or manager.	AS*	1-2 years
Technical Writer - 1	Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Typically requires a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.	BS*	3 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Technical Writer - 3	Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Requires a bachelor's degree in a related area and 4-6 years of experience in the field or in a related area. 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 tasks. May lead and direct the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.	BS*	6 years
Technical Writer - 4	Establishes, plans, and administers the overall policies and goals for the technical writing department. Develops standard documentation methods to effectively communicate product concepts and technical information. Oversees internal process documentation. Coordinates with other teams and departments to determine technical writing needs. Requires a bachelor's degree and at least 10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	MS*	10 years
Test Engineer - 0	Interacts with other engineering groups to define, document, analyze, perform, and interpret tests for products, systems, components, or modifications. Identifies functional problems and suggests resolutions. Assists in the definition of internal quality control standards and the maintenance of reliability programs. Analyzes test cases and provides regular progress reports. May require a bachelor's degree in area of specialty and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.	AS*	1-2 years
Test Engineer - 1	Interacts with other engineering groups to define, document, analyze, perform, and interpret tests for products, systems, components, or modifications. Identifies functional problems and suggests resolutions. Assists in the definition of internal quality control standards and the maintenance of reliability programs. Analyzes test cases and provides regular progress reports. May require a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	BS*	3 years

Labor Categories & Descriptions

Labor Category	Description	Recommended Degree	Recommended years of experience
Test Engineer - 2	Responsible for managing the evaluation, recommendation and implementation of testing procedures and strategies for products, systems, components, or modifications. Acts as advisor to test engineering team regarding projects, tasks, and operations and acts as a liaison to other engineering functions. Ensures projects are completed on time and within budget. Requires a bachelor's degree and 8-10 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A wide degree of creativity and latitude is required. Typically reports to a unit/department head.	BS*	6 years
Test Engineer - 3	Responsible for managing the evaluation, recommendation and implementation of testing procedures and strategies for products, systems, components, or modifications. Acts as advisor to test engineering team regarding projects, tasks, and operations and acts as a liaison to other engineering functions. Ensures projects are completed on time and within budget. Requires a bachelor's degree and at least 10 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A wide degree of creativity and latitude is required. Typically reports to a unit/department head.	MS*	10 years

*Note 2 years of experience equals 1 year of college unless otherwise specified by contract