GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov.

Multiple Award Schedule

FSC Group: Professional Services  FSC Class:

Contract number: GS-35F-0587S

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract period: August 25, 2006 – August 24, 2021

Data Solutions & Technology Incorporated
8181 Professional Place, Suite 110
Landover, Maryland 20785-2264
Telephone: 301-583-3500
eFax: 202-217-2758
Web Site: www.dstincorporated.com

Contract Administration: Deborah Scott Thomas, dthomas@dstincorporated.com
Cassandra D. Duncan, cduncan@dstincorporated.com

Business Size: Small/Women-Owned/ Veteran-Owned

Price list current as of Modification #PS-0026 effective January 14, 2021

Prices Shown Herein are Net (discount deducted)
CUSTOMER INFORMATION

1a. Table of awarded special item number(s):

<table>
<thead>
<tr>
<th>SINs</th>
<th>Recovery</th>
<th>SIN Title</th>
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<tbody>
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<td>541611RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
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<td>541614</td>
<td>541614RC</td>
<td>Deployment, Distribution and Transportation Logistics Services</td>
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<td>541614SVCRC</td>
<td>Supply and Value Chain Management</td>
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<td>561210FS</td>
<td>561210FSRC</td>
<td>Facilities Support Services</td>
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<td>611430</td>
<td>611430RC</td>
<td>Professional and Management Development Training</td>
</tr>
<tr>
<td>54151S</td>
<td>5451SRC</td>
<td>Information Technology Professional Services</td>
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<td>OLM</td>
<td>OLM</td>
<td>Order-Level Materials</td>
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</table>

1b. Identification of the lowest priced labor category description, job title # and hourly rate awarded in the contract, see Price List.

1c. Labor category descriptions of all corresponding commercial job titles, experience, functional responsibility and education are provided. See Labor Category Description.

2. Maximum order: $1,000,000.00

3. Minimum order: $100.00

4. Geographic coverage (delivery area). Domestic and Overseas

5. Point(s) of production (city, county, and State or foreign country). Same as company address.


7. Quantity discounts. None


9. Foreign items (list items by country of origin). Not Applicable

10a. Time of delivery. To Be Determined at the Task Order level

10b. Expedited Delivery. To Be Determined at the Task Order level.

10c. Overnight and 2-day delivery. To Be Determined at the Task Order level
10d. Urgent Requirements. To Be Determined at the Task Order level

11. F.O.B. point(s). Destination

12a. Ordering address(es). Same as company address.

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es). Same as company address.

14. Warranty provision. Standard Commercial Warranty Terms & Conditions. All services performed under this contract will be guaranteed to be completed in a satisfactory workmanlike manner as delineated with this authorized schedule.

15. Export packing charges, if applicable. N/A

16. Terms and conditions of rental, maintenance, and repair (if applicable). N/A

17. Terms and conditions of installation (if applicable). N/A

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A

18b. Terms and conditions for any other services (if applicable). N/A

19. List of service and distribution points (if applicable). N/A

20. List of participating dealers (if applicable). N/A

21. Preventive maintenance (if applicable). N/A

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). N/A

22b. Section 508 Compliance: N/A

23. Data Universal Number System (DUNS) number. 947382842

24. Data Solutions & Technology Incorporated is currently registered with in the System for Award Management (SAM) database.
# PRICE LIST

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<th>GSA Price Awarded (including IFF)</th>
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<td>160</td>
<td>541614SVC; 541614; 561210FS</td>
<td>Warehouse Manager III</td>
<td>Both</td>
<td>Domestic and Overseas</td>
<td>$75.33</td>
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<td>161</td>
<td>541614SVC; 541614; 561210FS</td>
<td>Warehouse Specialist I</td>
<td>Both</td>
<td>Domestic and Overseas</td>
<td>$37.04</td>
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</tbody>
</table>
Service Contract Labor Standards

The Service Contract Labor Standards (SCLS) is applicable to this contract and it includes SCLS applicable labor categories as indicated (**). SCLS labor categories are based on the U.S. Department of Labor Wage Determination Numbers (s) identified in the SCLS matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

Data Solutions & Technology (DST) certifies the GSA award rate meets or exceeds the minimum wage rate as identified in Wage Determination 1999-0316, Revision 58, Date of last revision 01/29/2020, currently incorporated into the Multiple Award Schedule (MAS) Solicitation for the SCLS non-exempt labor categories identified in the matrix below.

<table>
<thead>
<tr>
<th>SCLS Eligible Labor Category</th>
<th>SCLS Equivalent Code Title</th>
<th>WD Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Clerk I</td>
<td>01000 Administrative Support and Clerical Occupations</td>
<td>1999-0316</td>
</tr>
<tr>
<td>Item</td>
<td>SIN</td>
<td>Course Name</td>
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<td>----------------------------------</td>
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<tr>
<td>1</td>
<td>611430</td>
<td>Conflict Management</td>
</tr>
<tr>
<td>2</td>
<td>611430</td>
<td>Customer Focused Team Training</td>
</tr>
<tr>
<td>3</td>
<td>611430</td>
<td>Diversity Training</td>
</tr>
<tr>
<td>4</td>
<td>611430</td>
<td>Effective Customer Service</td>
</tr>
<tr>
<td>5</td>
<td>611430</td>
<td>Interpersonal Communication</td>
</tr>
<tr>
<td></td>
<td>611430</td>
<td>Description</td>
</tr>
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<td>---</td>
<td>--------</td>
<td>-------------</td>
</tr>
<tr>
<td>6</td>
<td>Listening to Customers</td>
<td>Both</td>
</tr>
<tr>
<td>7</td>
<td>Listening to Employees</td>
<td>Both</td>
</tr>
<tr>
<td>8</td>
<td>Preventing Workplace Violence</td>
<td>Both</td>
</tr>
<tr>
<td>9</td>
<td>Recognizing and Preventing Harassment</td>
<td>Both</td>
</tr>
<tr>
<td>10</td>
<td>Recognizing and Preventing Sexual Harassment</td>
<td>Both</td>
</tr>
<tr>
<td>11</td>
<td>Relating to Others</td>
<td>Both</td>
</tr>
<tr>
<td>12</td>
<td>Stress Management</td>
<td>Both</td>
</tr>
<tr>
<td>13</td>
<td>Coaching</td>
<td>Both</td>
</tr>
</tbody>
</table>
1. **Accounting Clerk I**  
**Functional Responsibility:** Performs basic accounting and bookkeeping functions for clients. Responsibility includes verifying reports, developing and maintaining accounting files and record. Ability to use a calculator, perform basic arithmetic and perform routine computer data entry.  
**Education/Experience:** High School Diploma.

2. **Accounting Clerk II**  
**Functional Responsibility:** Performs a variety of accounting tasks for clients in support of ensuring the accounting department meets established goals. Maintains accurate record keeping. Processes accounting transactions and entries. Ability to perform a volume of numerical detail work with speed and accuracy.  
**Education/Experience:** High School Diploma and a minimum of six months related experience.

3. **Accounting Clerk III**  
**Functional Responsibility:** Performs a variety of accounting duties for clients including more complex accounting transactions. Ensures that accounting files and records are being properly maintained. Performs all the duties of the lower-level staff as required. Ability to work independently and exercise some supervision over any entry level staff.  
**Education/Experience:** High School Diploma and a minimum one year of related experience.

4. **Accounting Clerk IV**  
**Functional Responsibility:** Performs daily client accounting activities such as maintenance of general ledger and preparation of various accounting statements and financial reports. Relies on experience and judgment to plan and accomplish goals on a variety of accounting tasks. May direct and lead over other accounting personnel.  
**Education/Experience:** High School Diploma and a minimum of two years related experience.

5. **Administrative Assistant I**  
**Functional Responsibilities:** Conducts a variety of clerical and administrative activities. Prepares draft and final form documents. Responsible for spelling, grammar, formatting, and proofreading finished documents. Demonstrated ability in using a variety of office suite applications.  
**Education/Experience:** High School Diploma.

6. **Administrative Assistant II**  
**Functional Responsibilities:** Conducts a variety of clerical and administrative activities. Prepares draft and final form documents. Responsible for spelling, grammar, formatting, and proofreading finished documents. Demonstrated ability in using a variety of office suite applications.  
**Education/Experience:** High School Diploma and a minimum one year of related experience.

7. **Administrative Assistant III**  
**Functional Responsibilities:** Conducts a variety of clerical and administrative activities. Prepares draft and final form documents. Responsible for spelling, grammar, formatting, and proofreading finished documents. Demonstrated ability in using a variety of office suite applications.  
**Education/Experience:** High School Diploma and a minimum of two years related experience.
8. **Assistant Project Manager I**  
**Functional Responsibility:** Assists in the performance of all Project Manager responsibilities. Experienced in both managerial and technical areas. May be responsible for individual task orders under the supervision of the Project Manager. Works under general direction. Briefs Project Manager on anticipated problems on the contract and makes recommendations towards resolving issues.  
**Education/Experience:** Associates Degree.

9. **Assistant Project Manager II**  
**Functional Responsibility:** Assists in the performance of all Project Manager responsibilities. Experienced in both managerial and technical areas. May be responsible for individual task orders under the supervision of the Project Manager. Demonstrated experience to work independently or under general direction. Briefs Project Manager on anticipated problems on the contract and makes recommendations towards resolving issues.  
**Education/Experience:** Associates Degree and a minimum of two years related experience.

10. **Assistant Project Manager III**  
**Functional Responsibility:** Assists in the performance of all Project Manager responsibilities. Experienced in both managerial and technical areas. May be responsible for individual task orders under the supervision of the Project Manager. Demonstrated experience to work independently. Briefs Project Manager on anticipated problems on the contract and makes recommendations towards resolving issues.  
**Education/Experience:** Associates Degree and a minimum of three years related experience.

11. **Business Process Reengineering Specialist I**  
**Functional Responsibility:** Under general direction, applies process improvement and reengineering methodologies and principles of best practices to conduct process modernization projects, including applicable trade studies. Responsibilities include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements, environmental analysis, strategy evaluation, and control. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer.  
**Education/Experience:** Bachelor’s Degree and a minimum one year of related experience.

12. **Business Process Reengineering Specialist II**  
**Functional Responsibility:** Applies process improvement and reengineering methodologies and principles of best practices to conduct process modernization projects, including applicable trade studies. Responsibilities include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements, environmental analysis, strategy evaluation, and control. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. May lead less experienced personnel.  
**Education/Experience:** Bachelor’s Degree and a minimum of four years related experience.
13. Business Process Reengineering Specialist II

Functional Responsibility: Confers with client executive management to understand business goals and initiatives. Applies process improvement and reengineering methodologies and principles of best practices to conduct process modernization projects, including applicable trade studies. Responsibilities include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements, environmental analysis, strategy evaluation, and control. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. May lead less experienced personnel.

Education/Experience: Bachelor’s Degree and a minimum of six years related experience.

14. CDL Truck Driver I

Functional Responsibility: Operates a truck that transports client cargo to and from specified destinations. Truck size measures over four tons and usually has ten wheels. Prepares, receives and provides appropriate documentation for the delivery or pick up of goods to ensure timely service. Loads, secures and unloads cargo. Maintains radio or telephone contact with dispatcher to receive delivery or pick up instructions or to receive notice of changes in scheduled delivery or pick up. Maintains logs of travel and cargo according to federal and state regulations. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines to perform the functions of the job. Must have a Commercial Driver’s License (CDL) to operate a truck. Must have a satisfactory driving record.


15. CDL Truck Driver II

Functional Responsibility: Operates a truck that transports client cargo to and from specified destinations. Truck size measures over four tons and usually has ten wheels. Prepares, receives and provides appropriate documentation for the delivery or pick up of goods to ensure timely service. Loads, secures and unloads cargo. Maintains radio or telephone contact with dispatcher to receive delivery or pick up instructions or to receive notice of changes in scheduled delivery or pick up. Maintains logs of travel and cargo according to federal and state regulations. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines to perform the functions of the job. Must have a Commercial Driver’s License (CDL) to operate a truck. Must have a satisfactory driving record. May act as a team leader.

Education/Experience: High School Diploma and a minimum one year of related experience.

16. CDL Truck Driver III

Functional Responsibility: Operates a truck that transports client cargo to and from specified destinations. Truck size measures over four tons and usually has ten wheels. Prepares, receives and provides appropriate documentation for the delivery or pick up of goods to ensure timely service. Loads, secures and unloads cargo. Maintains radio or telephone contact with dispatcher to receive delivery or pick up instructions or to receive notice of changes in scheduled delivery or pick up. Maintains logs of travel and cargo according to federal and state regulations. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines to perform the functions of the job. Must have a Commercial Driver’s License (CDL) to operate a truck. Must have a satisfactory driving record. May act as a team leader.

Education/Experience: High School Diploma and a minimum of two years related experience.
17. **Cleaning Crewman**  
**Functional Responsibility:** Responsible for the cleaning and sanitation of buildings and grounds for clients. Follows cleaning procedures and schedules. Consistently strives to maintain a clean and attractive facility.  
**Education/Experience:** High School Diploma.

18. **Configuration Management Specialist I**  
**Functional Responsibility:** Analyzes client change proposals. Monitor contractors, subcontractors, and vendors to ensure that the applications of standards and requirements for the Statement of Work are properly implemented. Designs, develops, and establishes configuration and data management documentation based on program requirements. Participates in configuration reviews, audits, scheduling, budgeting, etc. Reviews and makes recommendations on contractor engineering data. Identifies requirements and coordinates the development and implementation of computer-based configuration, data management systems, and electronic data support.  
**Education/Experience:** Bachelor’s Degree.

19. **Configuration Management Specialist II**  
**Functional Responsibility:** Analyzes client change proposals. Monitor contractors, subcontractors, and vendors to ensure that the applications of standards and requirements for the Statement of Work are properly implemented. Designs, develops, and establishes configuration and data management documentation based on program requirements. Participates in configuration reviews, audits, scheduling, budgeting, etc. Reviews and makes recommendations on client and contractor data. Identifies requirements and coordinates the development and implementation of computer-based configuration, data management systems, and electronic data support. May lead less experienced personnel.  
**Education/Experience:** Bachelor’s Degree and a minimum of two years related experience.

20. **Configuration Management Specialist III**  
**Functional Responsibility:** Performs for the client in one or more specialty areas of configuration management, data management, or engineering data. Analyzes complex client change proposals. Monitor contractors, subcontractors, and vendors to ensure that the applications of standards and requirements for the Statement of Work are properly implemented. Designs, develops, and establishes configuration and data management documentation based on program requirements. Participates in configuration reviews, audits, scheduling, budgeting, etc. Reviews and makes recommendations on client and contractor data. Identifies requirements and coordinates the development and implementation of computer-based configuration, data management systems, and electronic data support. May lead less experienced personnel.  
**Education/Experience:** Bachelor’s Degree and a minimum of three years related experience.

21. **Courier I**  
**Functional Responsibility:** Drive automobile or light truck to deliver mail, documents, and packages to various business concerns or governmental agencies. May transport clients and visitors, and perform miscellaneous errands, such as carrying client mail to and from the post office, and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and keep a log of items received and delivered. May deliver items to offices and departments within an establishment. Receives general direction in the execution of duties. Must have a "satisfactory" driving record.  
**Education/Experience:** High School Diploma.
22. **Courier II**  
**Functional Responsibility:** Drive automobile or light truck to deliver client mail, documents, and packages to various business concerns or governmental agencies. May transport clients and visitors, perform miscellaneous errands, such as carrying mail to and from the post office, and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and keep a log of items received and delivered. May deliver items to offices and departments within an establishment. Must have a satisfactory driving record.  
**Education/Experience:** High School Diploma and a minimum of six months related experience.

23. **Courier III**  
**Functional Responsibility:** Drive automobile or light truck to deliver client mail, documents, and packages to various business concerns or governmental agencies. May transport clients and visitors, perform miscellaneous errands, such as carrying mail to and from the post office, and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and keep a log of items received and delivered. May deliver items to offices and departments within an establishment. May function as a team lead for less experienced couriers. Must have a satisfactory driving record.  
**Education/Experience:** High School Diploma and a minimum one year of related experience.

24. **Customer Support Technician I**  
**Functional Responsibility:** Under supervision, provides on-site and telephone support to clients in desktop and electronic mail applications. Installation of software and web applications. Assists in diagnosing and correcting operating systems problems and repairing equipment. Document problems and corrective procedures.  
**Education/Experience:** High School Diploma.

25. **Customer Support Technician III**  
**Functional Responsibility:** Provides on-site and telephone support to clients in desktop and electronic mail applications. Installation of software and web applications. Diagnoses and corrects operating systems problems and repairing equipment. Document problems and corrective procedures. May lead less experienced customer support technicians.  
**Education/Experience:** High School Diploma and a minimum two year of related experience.

26. **Data Entry Clerk I**  
**Functional Responsibility:** Under immediate supervision, coordinates the workflow of client data into various information systems. Keys, verifies, and corrects all data entered. Processes all documents received for data entry on a first in first out (FIFO) basis. Provides an immediate verbal report of any data error messages to an appropriate supervisor. Files all source documents accurately after data processing. Performs related clerical duties.  
**Education/Experience:** High School Diploma.

27. **Data Entry Clerk II**  
**Functional Responsibility:** Under general supervision, coordinates the workflow of client data into various information systems. Keys, verifies, and corrects all data entered. Processes all documents received for data entry on a first in first out (FIFO) basis. Provides an immediate verbal report of any data error messages to an appropriate supervisor. Files all source documents accurately after data processing. Performs related clerical duties.  
**Education/Experience:** High School Diploma and a minimum of six months related experience.
28. Data Entry Clerk III

Functional Responsibility: Coordinates the workflow of client data into various information systems. Keys, verifies, and corrects all data entered. Processes all documents received for data entry on a first in first out (FIFO) basis. Provides an immediate verbal report of any data error messages to an appropriate supervisor. Files all source documents accurately after data processing. Performs related clerical duties. 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.

Education/Experience: High School Diploma and a minimum one year of related experience.

29. Data Entry Clerk IV

Functional Responsibility: Coordinates the workflow of client data into various information systems and may supervise the daily activities of lower-level data entry clerks. Keys, verifies, and corrects all data entered. Processes all documents received for data entry on a first in first out (FIFO) basis. Provides an immediate verbal report of any data error messages to an appropriate manager. Files all source documents accurately after data processing. Performs related clerical duties. May be responsible for directing and allocating work to personnel, as well as monitoring and evaluating their work. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals.

Education/Experience: High School Diploma and a minimum of two years related experience.

30. Database Administrator I

Functional Responsibility: Under general direction, supports database administration, analysis, and report production; data dictionary administration; and system development for clients. Controls the viewing of and access to databases and assures the safekeeping of the databases from accidental or intentional damage or loss. Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinate systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to clients on equipment operations. Maintains and updates databases and data dictionaries.

Education/Experience: Associates Degree.

31. Database Administrator II

Functional Responsibility: Supports database administration, analysis, and report production; data dictionary administration; and system development for clients. Controls the viewing of and access to databases and assures the safekeeping of the databases from accidental or intentional damage or loss. Performs database administration, backup and recoveries, and works with users to resolve database questions or problems. Coordinate systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to clients on equipment operations. Maintains and updates databases and data dictionaries. May provide guidance and direction to less experienced database administrators.

Education/Experience: Associates Degree and a minimum of three years related experience.
32. **Database Administrator III**

**Functional Responsibility:** Ensures efficient operation of a multi-computer client site that supports database administration, analysis, and report production; data dictionary administration; and system development. Controls the viewing of and access to databases and assures the safekeeping of the databases from accidental or intentional damage or loss. Performs database administration, backup and recoveries, and works with clients to resolve complex database questions or problems. Coordinate systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to clients on equipment operations. Maintains and updates databases and data dictionaries. May provide guidance and direction to less experienced database administrators.

**Education/Experience:** Associates Degree and a minimum of four years related experience.

33. **Electronics/Hardware Specialist I**

**Functional Responsibility:** Under general direction, conducts design, installation, check-out, testing, troubleshooting, and repair of client electronic equipment. Determines feasible alternatives. Reviews computer systems in terms of capabilities and makes recommendations for improved use. Prepares reports concerning hardware. Participates in preparing functional requirements and specifications for hardware acquisitions.

**Education/Experience:** High School Diploma.

34. **Electronics/Hardware Specialist II**

**Functional Responsibility:** Conducts design, installation, check-out, testing, troubleshooting, and repair of client electronic equipment. Determines feasible alternatives. Reviews computer systems in terms of capabilities and makes recommendations for improved use. Prepares reports concerning hardware. Prepares or participates in preparing functional requirements and specifications for hardware acquisitions. May lead less experienced electronic hardware specialists.

**Education/Experience:** High School Diploma and a minimum of two years related experience.

35. **Electronics/Hardware Specialist III**

**Functional Responsibility:** Conducts design, installation, check-out, testing, troubleshooting, and repair of client electronic equipment. Determines feasible alternatives. Reviews computer systems in terms of capabilities and makes recommendations for improved use. Prepares or directs preparation of reports concerning hardware. Prepares or participates in preparing functional requirements and specifications for hardware acquisitions. May lead less experienced electronic hardware specialists.

**Education/Experience:** High School Diploma and a minimum of four years related experience.

36. **Facilitator I**

**Functional Responsibility:** Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Assist with the design and development of all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Education/Experience:** Bachelor’s Degree and 4 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.
37. **Facilitator II**  
**Functional Responsibility:** Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include course outline, background material, and training aids. Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.  
**Education/Experience:** Bachelor’s Degree and 6 years relevant experience. Two years of experience may be substituted for one year of degree-level education.

38. **Facilitator III**  
**Functional Responsibilities:** Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.  
**Education/Experience:** Bachelor’s Degree and 8 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

39. **Facilitator IV**  
**Functional Responsibilities:** Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.  
**Education/Experience:** Bachelor’s Degree and 10 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

40. **Forklift Operator I**  
**Functional Responsibility:** Operates a manually controlled gasoline, electric, or liquid propane-powered forklift to transport client goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment. Must have successfully completed forklift training and a state issued driver’s license.  
**Education/Experience:** High School Diploma.

41. **Forklift Operator II**  
**Functional Responsibility:** Operates a manually controlled gasoline, electric, or liquid propane-powered forklift to transport client goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment. May assist with monitoring and/or training new forklift operators. Must have successfully completed forklift training and a state issued driver’s license  
**Education/Experience:** High School Diploma and a minimum of six months related experience.
42. **Forklift Operator III**  
**Functional Responsibility:** Operates a manually controlled gasoline, electric, or liquid propane-powered forklift to transport client goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment. Monitors the performance of other operators and assists with the training of new workers. Must have successfully completed forklift training and a state issued driver’s license.  
**Education/Experience:** High School Diploma and a minimum one year of related experience.

43. **General Clerk I**  
**Functional Responsibility:** Performs a variety of administrative duties and clerical activities, as well as maintaining a wide variety of records and files for clients. Verifies statistical reports for accuracy and completeness. Handles and adjusts complaints.  
**Education/Experience:** High School Diploma.

44. **General Clerk II**  
**Functional Responsibility:** Performs a variety of administrative duties and clerical activities, as well as maintaining a wide variety of records and files for clients. Verifies statistical reports for accuracy and completeness. Handles and adjusts complaints. May lead and or train less experience clerks or administrative personnel.  
**Education/Experience:** High School Diploma and a minimum of six months related experience.

45. **General Clerk III**  
**Functional Responsibility:** Performs a variety of administrative duties and clerical activities, as well as maintaining a wide variety of records and files for clients. Verifies statistical reports for accuracy and completeness. Handles and adjusts complaints. Performs a variety of tasks. May lead and or train less experience clerks or administrative personnel.  
**Education/Experience:** High School Diploma and a minimum of one year related experience.

46. **General Clerk IV**  
**Functional Responsibility:** Performs a variety of administrative duties and clerical activities, as well as maintaining a wide variety of records and files for clients. Verifies statistical reports for accuracy and completeness. Handles and adjusts complaints. 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 or train less experience clerks or administrative personnel.  
**Education/Experience:** High School Diploma and a minimum of two years related experience.

47. **Graphics Specialist I**  
**Functional Responsibility:** Supports the development of all contract deliverables and reports by developing and updating graphics presentations to improve quality and enhance usability of support documents. Responsible for integrating the graphics (generated with automated tools) with other support documents. Ensures that graphic projects are completed on time, within budget and to the client’s satisfaction.  
**Education/Experience:** High School Diploma.
48. Graphics Specialist II
**Functional Responsibility:** Supervises and supports the development of all contract deliverables and reports by developing and updating graphics presentations to improve quality and enhance usability of support documents. Responsible for integrating the graphics (generated with automated tools) with other support documents. Ensures that graphic projects are completed on time, within budget and to the client’s satisfaction.

**Education/Experience:** High School Diploma and a minimum one year of related experience.

49. Graphics Specialist III
**Functional Responsibility:** Supervises and supports the development of all contract deliverables and reports by developing and updating graphics presentations to improve quality and enhance usability of support documents. Responsible for integrating the graphics (generated with automated tools) with other support documents. Ensures that graphic projects are completed on time, within budget and to the client’s satisfaction. May train other graphics specialists.

**Education/Experience:** High School Diploma and a minimum of two years related experience.

50. Inventory Manager I
**Functional Responsibility:** Responsible for the first-line direction of employees involved in the tracking and control of client equipment, materials, or supplies. Coordinates with production control, purchasing, management, and manufacturing to ensure the timely ordering and stocking of inventory levels to meet production requirements.

**Education/Experience:** Associates Degree and a minimum one year of related experience.

51. Inventory Manager II
**Functional Responsibility:** Responsible for the first-line direction of employees involved in the tracking and control of client equipment, materials, or supplies. Coordinates with production control, purchasing, management, and manufacturing to ensure the timely ordering and stocking of inventory levels to meet production requirements. Responsible for the employment, training, motivation, and discipline of assignment employees.

**Education/Experience:** Associates Degree and a minimum of three years related experience.

52. Inventory Manager III
**Functional Responsibility:** Responsible for the first-line direction of employees involved in the tracking and control of client equipment, materials, or supplies. Coordinates with production control, purchasing, management, and manufacturing to ensure the timely ordering and stocking of inventory levels to meet production requirements. Responsible for the employment, training, motivation, and discipline of assignment employees. Relies on experience and judgment to plan and accomplish goals.

**Education/Experience:** Associates Degree and a minimum of five years related experience.
53. IT Computer Operator III
**Functional Responsibility:** Performs tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tapes and printer paper for operating runs. Resolves common error conditions, diagnoses, and acts on machine stoppage. May deviate from standard procedures if procedures do not provide solutions. Refers problems that do not respond to corrective procedures. May lead and direct the work of others.
**Education/Experience:** Associates Degree and a minimum five years of related experience.

54. IT Database Analyst/Programmer I
**Functional Responsibility:** Reviews, evaluates, designs, implements and maintains databases. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications and constructions including stored procedures. Follows clear-cut and complete specifications to perform a variety of programming assignments requiring knowledge of programming procedures and data processing requirements. Maintains and modifies programs. Applies approved changes by amending flow charts, developing processing logic, and coding changes. Tests and documents modifications and writes operational instructions. Relies on instructions and pre-established guidelines to perform the function of the job.
**Education/Experience:** Bachelor’s Degree and a minimum two year of experience.

55. IT Database Analyst/Programmer II
**Functional Responsibility:** Reviews, evaluates, designs, implements and maintains databases. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications and constructions including stored procedures. Follows clear-cut and complete specifications to perform a variety of programming assignments requiring knowledge of programming procedures and data processing requirements. Maintains and modifies programs. Applies approved changes by amending flow charts, developing processing logic, and coding changes. Tests and documents modifications and writes operational instructions. Relies on instructions and pre-established guidelines to perform the function of the job. May function as team leader for less experienced developers. Majority of job functions do require exercising independent judgement.
**Education/Experience:** Bachelor’s Degree and a minimum four years of experience.

56. IT Database Analyst/Programmer III
**Functional Responsibility:** Reviews, evaluates, designs, implements and maintains databases. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications and constructions including stored procedures. Follows clear-cut and complete specifications to perform a variety of programming assignments requiring knowledge of programming procedures and data processing requirements. Maintains and modifies programs. Applies approved changes by amending flow charts, developing processing logic, and coding changes. Tests and documents modifications and writes operational instructions. Relies on instructions and pre-established guidelines to perform the function of the job. May function as team leader for less experienced developers. Majority of job functions do require exercising independent judgement.
**Education/Experience:** Bachelor’s Degree and a minimum six years of experience.

57. IT Program Manager II
**Functional Responsibility:** Manages substantial contract support operations involving multiple technical projects. Works in major systems management, engineering, and development. Organizes,
directs and coordinates planning and production of all contract support activities. Demonstrated communication skills at all levels of management. Ability to serve as a contractor’s authorized interface with the Contracting Officer’s Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity described in the Task Order.

**Education/Experience:** Bachelor’s Degree and a minimum six years of experience.

58. **IT Project Manager I**

**Functional Responsibility:** Serves as contract manager and authorized liaison with the government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Responsible for overall contract performance.

**Education/Experience:** Bachelor’s Degree and a minimum two years of experience.

59. **IT Project Manager II**

**Functional Responsibility:** Serves as contract manager and authorized liaison with the government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Responsible for overall contract performance.

**Education/Experience:** Bachelor’s Degree and a minimum four years of experience.

60. **IT Project Manager III**

**Functional Responsibility:** Serves as contract manager and authorized liaison with the government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Responsible for overall contract performance.

**Education/Experience:** Bachelor’s Degree and a minimum six years of experience.

61. **IT Quality Assurance Specialist I**

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

**Education/Experience:** Bachelor’s Degree and a minimum two years of experience.
62. IT Software Developer I  
**Functional Responsibility:** Good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Under general supervision, develops codes, tests and debugs new software or enhancements to existing software. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals.  
**Education/Experience:** Bachelor’s Degree and a minimum two years of experience.

63. IT Software Systems Engineer II  
**Functional Responsibility:** Competent to work on most phases of software systems programming applications but requires instruction and guidance in other phases. Works from specifications to develop or modify complex software programming applications as assigned. Design, coding, benchmark testing, debugging, and documentation of programs. Applications generally deal with utility programs, position control language, macros, subroutines, and other control modules.  
**Education/Experience:** Bachelor’s Degree and a minimum four years of experience.

64. IT System Administrator III  
**Functional Responsibility:** Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Responsible for the installation, configuration, and maintenance of the computer operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review.  
**Education/Experience:** Bachelor’s Degree and a minimum four years of experience.

65. IT System Analyst I  
**Functional Responsibility:** Competent to work on most phases of applications systems analysis but requires instruction and guidance in other phases. Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Assists with the preparation of detailed specifications from which programs will be written.  
**Education/Experience:** Associates Degree and a minimum one year of experience.

66. IT System Analyst II  
**Functional Responsibility:** Competent to work on most phases of applications systems analysis. Formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Enhances software to reduce operating time or improve efficiency. Test, debugs, and refines software to produce the required product.  
**Education/Experience:** Associates Degree and a minimum two years of experience.

67. IT Technical Writer/Editor II  
**Functional Responsibility:** Research, writes and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and/or software and hardware documentation. Obtains technical data from independent observation, review with technical staff members, and/or studies of published materials and existing documentation. Interfaces with users, specialists, analysts, programmers, etc., to obtain background information of technologies, methods, and standards. Revises text and recommends changes in scope, format and content to ensure
conformance with established standards. May edit, standardize, or make changes to material prepared by other writers. May perform final quality assurance checks of all materials. **Education/Experience:** Bachelor’s degree and a minimum three years of experience.

68. **Lead Assemblyman**
**Functional Responsibility:** Performs physical work involved in the accurate and timely assembly of client electrical and non-electronic materials. Installs, alters, aligns, repairs and inspects support systems and equipment in accordance with applicable technical specifications. May be required to interpret engineering specifications from text, drawings, and computer-aided drafting systems. Capable of using a variety of tools and precision measuring instruments. May provide training to less experienced assemblyman.
**Education/Experience:** High School Diploma and a minimum of four years related experience.

69. **Legacy System Analyst I**
**Functional Responsibility:** Analyzes client requirements for maintaining, modifying, or converting unique application systems that are deemed legacy systems. Provides guidance and technical/functional advice to programmers. Provides comprehensive knowledge and insight of the history of changes to the legacy applications. Develops plans to migrate legacy systems to new technologies and/or new functionality. Analyzes and documents legacy system functionality to identify mandatory requirements to be fulfilled by migration system candidates. Under general direction, may also participate in designing, developing and implementing changes to legacy systems to accommodate requirement modifications, interim interfaces to migration systems, and/or conversion to migration systems.
**Education/Experience:** Associates Degree.

70. **Legacy System Analyst II**
**Functional Responsibility:** Analyzes client requirements for maintaining, modifying, or converting unique application systems that are deemed legacy systems. Provides guidance and technical/functional advice to programmers. Provides comprehensive knowledge and insight of the history of changes to the legacy applications. Develops plans to migrate legacy systems to new technologies and/or new functionality. Analyzes and documents legacy system functionality to identify mandatory requirements to be fulfilled by migration system candidates. May also participate in designing, developing and implementing changes to legacy systems to accommodate requirement modifications, interim interfaces to migration systems, and/or conversion to migration systems.
**Education/Experience:** Associates Degree and a minimum of two years related experience.

71. **Legacy System Analyst III**
**Functional Responsibility:** Analyzes client requirements for maintaining, modifying, or converting unique application systems that are deemed legacy systems. Provides guidance and technical/functional advice to programmers. Provides comprehensive knowledge and insight of the history of changes to the legacy applications. Develops plans to migrate legacy systems to new technologies and/or new functionality. Analyzes and documents legacy system functionality to identify mandatory requirements to be fulfilled by migration system candidates. May also lead other Legacy System Analysts in designing, developing and implementing changes to legacy systems to accommodate requirement modifications, interim interfaces to migration systems, and/or conversion to migration systems.
**Education/Experience:** Associates Degree and a minimum of four years related experience.
72. **Logistician I**  
**Functional Responsibility:** Determines overall client support requirements, including facilities, personnel, safety, and maintenance. Coordinates program activities designed to ensure effective and economical support. Analyzes and evaluates design concepts to determine if concepts satisfy support requirements and studies the relative supportability of alternative concepts. Determines logistic support sequences and time phasing. Anticipates logistics problems related to operational areas and environmental and human factors and determines contingency requirements and solutions. Under general direction, may design and conduct research or technical studies to support logistic functions.  
**Education/Experience:** Associates Degree.

73. **Logistician II**  
**Functional Responsibility:** Determines overall client support requirements, including facilities, personnel, safety, and maintenance. Coordinates program activities designed to ensure effective and economical support. Analyzes and evaluates design concepts to determine if concepts satisfy support requirements and studies the relative supportability of alternative concepts. Determines logistic support sequences and time phasing. Anticipates logistics problems related to operational areas and environmental and human factors and determines contingency requirements and solutions. May design and conduct research or technical studies to support logistic functions. May lead other logisticians.  
**Education/Experience:** Associates Degree and a minimum of one years related experience.

74. **Logistician III**  
**Functional Responsibility:** Determines overall client support requirements, including facilities, personnel, safety, and maintenance. Directs and coordinates program activities designed to ensure effective and economical support. Analyzes and evaluates design concepts to determine if concepts satisfy support requirements and studies the relative supportability of alternative concepts. Determines logistic support sequences and time phasing. Anticipates logistics problems related to operational areas and environmental and human factors and determines contingency requirements and solutions. May design and conduct research or technical studies to support logistic functions. May lead other logisticians.  
**Education/Experience:** Associates Degree and a minimum of two years related experience.

75. **Logistics Analyst I**  
**Functional Responsibility:** Under general direction, develops and implements logistics plans for clients that may affect the production, distribution, and inventory of finished products to enhance product flow. Assists in the development of policies, guidelines, and procedures to ensure quality and cost control. Conducts distribution and network studies, monitors inventory, and analyzes requirements to develop strategies to achieve desired delivery times and order fill rates. Maintains appropriate records and prepares reports. Coordinate logistics activities with internal/external customers.  
**Education/Experience:** Bachelor’s Degree.
76. **Logistics Analyst II**  
**Functional Responsibility:** Develops and implements logistics plans for clients that may affect the production, distribution, and inventory of finished products to enhance product flow. Assists in the development of policies, guidelines, and procedures to ensure quality and cost control. Conducts distribution and network studies, monitors inventory, and analyzes requirements to develop strategies to achieve desired delivery times and order fill rates. Maintains appropriate records and prepares reports. Coordinate logistics activities with internal/external customers. May lead less experienced logistics analysts.  
**Education/Experience:** Bachelor’s Degree and a minimum of two years related experience.

77. **Logistics Analyst III**  
**Functional Responsibility:** Develops and implements logistics plans for clients that may affect the production, distribution, and inventory of finished products to enhance product flow. Develops of policies, guidelines, and procedures to ensure quality and cost control. Conducts distribution and network studies, monitors inventory, and analyzes requirements to develop strategies to achieve desired delivery times and order fill rates. Maintains appropriate records and prepares reports. Coordinate logistics activities with internal/external customers. May lead less experienced logistics analysts.  
**Education/Experience:** Bachelor’s Degree and a minimum of four years related experience.

78. **Management Analyst I**  
**Functional Responsibility:** Conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation and work groups. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation.  
**Education/Experience:** Associates Degree.

79. **Management Analyst II**  
**Functional Responsibility:** Conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation, and work groups. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation. Demonstrated ability to interface with the customer in an autonomous manner.  
**Education/Experience:** Associates Degree and a minimum of two years related experience.
80. Management Analyst III

**Functional Responsibility:** May serve as the lead analyst on team effort ensuring that the team works within the parameters of the tasks. Conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation, and work groups. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation. Demonstrated ability to interface with the customer in an autonomous manner.

**Education/Experience:** Associates degree and a minimum of three years related experience.

81. Management Analyst IV

**Functional Responsibility:** Serves as the lead analyst on team effort ensuring that the team works within the parameters of the tasks. Conducts analysis, program evaluations, quality management analysis, process management reviews, and facilitation and work groups. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation. Demonstrated ability to interface with the customer in an autonomous manner.

**Education/Experience:** Associates Degree and a minimum of four years related experience.

82. Mechanical Specialist I

**Functional Responsibility:** Installs, alters, aligns, repairs and checks out client support systems and equipment in accordance with applicable technical specifications. Determines feasible alternatives. Prepares reports concerning mechanical systems.

**Education/Experience:** High School Diploma.

83. Mechanical Specialist III

**Functional Responsibility:** Installs, alters, aligns, repairs and checks out client support systems and equipment in accordance with applicable technical specifications. Determines feasible alternatives. Prepares reports concerning mechanical systems. May lead less experienced mechanical specialist.

**Education/Experience:** High School Diploma and a minimum of two years related experience.

84. Mover/Material Handler I

**Functional Responsibility:** Under general direction, performs physical tasks to transport or store client materials or merchandise. Loads or unloads freight cars, trucks, pallets, trays racks, shelves and storage bins, unpacking, shelving, or placing items in proper storage locations. Transports goods by hand truck, cart, or wheelbarrow. Completes documents to verify items have been moved to the appropriate locations.

**Education/Experience:** High School Diploma.
85. Mover/Material Handler II

**Functional Responsibility:** Performs physical tasks to transport or store client materials or merchandise. Loads or unloads freight cars, trucks, pallets, trays racks, shelves and storage bins, unpacking, shelving, or placing items in proper storage locations. Transports goods by hand truck, cart, or wheelbarrow. Completes documents to verify items have been moved to the appropriate locations. May lead as required, monitor and/or train new movers.

**Education/Experience:** High School Diploma and a minimum of one year related experience.

86. Mover/Material Handler III

**Functional Responsibility:** Performs physical tasks in transporting or storing client materials or merchandise. Loads or unloads freight cars, trucks, pallets, trays racks, shelves and storage bins, unpacking, shelving, or placing items in proper storage locations. Transports goods by hand truck, cart, or wheelbarrow. Completes documents to verify items have been moved to the appropriate locations. May compile report of quantity and type of material on hand. May lead as required, monitor and/or train new movers.

**Education/Experience:** High School Diploma and a minimum of two years related experience.

87. Mover/Material Handler IV

**Functional Responsibility:** Coordinate delivery sequences to client departments or locations according to job order priorities and anticipated availability of material. Performs physical tasks in transporting or storing materials or merchandise. Loads or unloads freight cars, trucks, pallets, trays racks, shelves and storage bin, unpacking, shelving, or placing items in proper storage locations. Transports goods by hand truck, cart, or wheelbarrow. Completes documents to verify items have been moved to the appropriate locations. May compile report of quantity and type of material on hand. Leads, trains, and monitors less experienced movers.

**Education/Experience:** High School Diploma and a minimum of three years related experience.

88. Operations Manager I

**Functional Responsibility:** Manages the daily activities of an operations unit. Responsible for planning and directing budgets, goals, and business objectives. 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 senior manager.

**Education/Experience:** Bachelor’s Degree.

89. Operations Manager II

**Functional Responsibility:** Manages the daily activities of an operations unit. Responsible for planning and directing budgets, goals, and business objectives. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others.

**Education/Experience:** Bachelor’s Degree and a minimum of three years related experience.

90. Operations Manager III

**Functional Responsibility:** Manages and directs the daily activities of multiple operations functions. Makes recommendations to improve the productivity, quality, and efficient delivery of products and services. Develops and implements policies 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.

**Education/Experience:** Bachelor’s Degree and a minimum of four years related experience.
91. **Operations Supervisor I**  
**Functional Responsibility:** Supports the activities of the operations department. Oversees the daily department production activity and facilitates departmental workflow. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and/or train employees. Works under general supervision; typically reports to a supervisor or manager.  
**Education/Experience:** High School Diploma and a minimum of two years related experience.

92. **Operations Supervisor II**  
**Functional Responsibility:** Supports the activities of the operations department. Oversees the daily department production activity and facilitates departmental workflow. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and/or train employees. Works under general supervision; typically reports to a supervisor or manager.  
**Education/Experience:** High School Diploma and a minimum of three years related experience.

93. **Operations Supervisor III**  
**Functional Responsibility:**  
Supervises the daily activities of an operations unit. Determines workflow and scheduling. Implements operational policies and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to the Operations Manager.  
**Education/Experience:** High School Diploma and a minimum of four years related experience.

94. **Parking Attendant I**  
**Functional Responsibility:** Under general direction, drives an automobile or light truck to a designated parking area. Directs traffic and follows the appropriate security procedures. Assists in processing daily sales of permits and parking violations. Must have a state issued driver’s license and a satisfactory driving record.  
**Education/Experience:** High School Diploma.

95. **Parking Attendant II**  
**Functional Responsibility:** Drives an automobile or light truck to a designated parking area. Directs traffic and ensures that appropriate security procedures are followed on a daily basis. Assists in processing daily sales of permits and parking violations. May lead less experienced parking attendants. Must have a state issued driver’s license and a satisfactory driving record.  
**Education/Experience:** High School Diploma and a minimum of six months related experience.

96. **Parking Attendant III**  
**Functional Responsibility:** Drives an automobile or light truck to a designated parking area. Directs traffic and ensures that appropriate security procedures are followed on a daily basis. Processes daily sales of permits and parking violations. May lead less experienced parking attendants. Must have a state issued driver’s license and satisfactory driving record.  
**Education/Experience:** High School Diploma and a minimum of one year related experience.
97. **Power Collator**

**Functional Responsibility:** Performs physical labor associated with changing batteries for client machinery. Installs, alters, aligns, repairs and inspects support systems and equipment in accordance with applicable technical specifications. May be required to use a variety of tools and precision measuring instruments.

**Education/Experience:** High School Diploma

98. **Program Manager I**

**Functional Responsibility:** Manages substantial client contract support operations involving multiple projects. Demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Serves as the contractor’s authorized interface with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR) government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to support staff. Responsible for overall contract performance.

**Education/Experience:** Bachelor’s Degree and a minimum of one year related experience.

99. **Program Manager II**

**Functional Responsibility:** Manages substantial client contract support operations involving multiple projects. Demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Serves as the contractor’s authorized interface with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR) government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to support staff. Responsible for overall contract performance.

**Education/Experience:** Bachelor’s Degree and a minimum of three years related experience.

100. **Program Manager III**

**Functional Responsibility:** Manages substantial client contract support operations involving multiple projects. Demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Serves as the contractor’s authorized interface with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR) government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to support staff. Responsible for overall contract performance.

**Education/Experience:** Bachelor’s Degree and a minimum of five years related experience.
101. Program Manager IV

Functional Responsibility: Manages substantial client contract support operations involving multiple projects. Demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Serves as the contractor’s authorized interface with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR) government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to support staff. Responsible for overall contract performance.

Education/Experience: Bachelor’s Degree and a minimum of six years related experience.

102. Program Manager V

Functional Responsibility: Manages substantial client contract support operations involving multiple projects. Demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Serves as the contractor’s authorized interface with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR) government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to support staff. Responsible for overall contract performance.

Education/Experience: Bachelor’s Degree and a minimum of seven years related experience.

103. Programmer Analyst I

Functional Responsibility: Assists more experienced programmers in coding and maintaining applications and/or operating systems software for clients. Provides analysis of information requirements and aids in the evaluation of problems with workflow, organization and planning, and helps develop appropriate corrective action. Tests, debugs, and refines software to produce the required product. Knowledge of document management, workflow systems, and programming experience. Assignments are generally limited in scope and reviewed by more experienced programmers.

Education/Experience: Associates Degree.

104. Programmer Analyst II

Functional Responsibility: Analyzes systems specifications and designs for clients. Develops, modifies, and installs software. Conducts analyses of defined system specifications, and prepares a wide variety of computer programs, associated documentation, block diagrams, and logic flow charts. Takes system design specifications and customizes software to meet application requirements. Enhances software to reduce operating time and improve efficiency. Modifies existing software and creates special-purpose software to ensure efficiency and integrity between systems and applications. Tests, debugs, and refines software to produce the required product. Knowledge of document management, workflow systems, and programming May provide task direction to less experienced programmers.

Education/Experience: Associates Degree and a minimum of two years related experience.
105. **Programmer Analyst III**

**Functional Responsibility:** Analyzes systems specifications and designs for clients. Develops, modifies, and installs complex and customized software. Analyzes functional business applications and design specifications for functional activities. Develops detailed analyses of defined system specifications, and prepares a wide variety of computer programs, associated documentation, block diagrams, and logic flow charts. Takes system design specifications and customizes software to meet application requirements. Tests, debugs, and refines computer software. Prepares required documentation and enhances software to reduce operating time and improve efficiency. Modifies existing software, in addition to creating special-purpose software to ensure efficiency and integrity between systems and applications. May include programming experience with multiple database systems such as COBOL, Sybase, Oracle, and Informix. Knowledge of document management and workflow systems. May provide supervision and direction to staff.

**Education/Experience:** Associates Degree and a minimum of three years related experience.

106. **Programmer Analyst IV**

**Functional Responsibility:** Analyzes systems specifications and designs for clients. Develops, modifies, and installs highly complex and customized software. Analyzes functional business applications and design specifications for functional activities. Develops detailed analyses of defined system specifications, and prepares a wide variety of computer programs, associated documentation, block diagrams, and logic flow charts. Takes system design specifications and customizes software to meet application requirements. Tests, debugs, and refines computer software. Prepares required documentation and enhances software to reduce operating time and improve efficiency. Modifies existing software, in addition to creating special-purpose software to ensure efficiency and integrity between systems and applications. May include programming experience with multiple database systems, such as COBOL, Sybase, Oracle, and Informix. Knowledge of document management and workflow systems. May provide supervision and direction to staff.

**Education/Experience:** Associates Degree and a minimum of four years related experience.

107. **Project Manager I**

**Functional Responsibilities:** Performs project administration work. Work involves assisting in establishing program/project goals and objectives; assisting in developing program guidelines, procedures, policies, rules, and regulations; assisting in developing schedules, priorities, and standards for achieving project/program goals; and assisting in evaluating project/program activities. Works under the guidance of project/program lead. As required may serve client as contract manager and authorized liaison with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel, and customer agency representatives.

**Education/Experience:** Bachelor’s Degree and 1 year of experience. Two years of experience may be substituted for one year of degree-level education.
108. **Project Manager II**

**Functional Responsibilities:** Assists in preparation of management plans and reports. Conducts research as required. Coordinates projects activities and schedules to aid completion of proposals, contract deliverables, task orders quality reviews, briefings and presentations. Serves as technical and quality editor of written materials. Coordinates with the project team and Project/Program Manager in performing the work. Analyzes, develops, and reviews program administrative procedures. Works independently or under the general guidance of project/program lead. May serve client as contract manager and authorized liaison with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Responsible for contract performance.

**Education/Experience:** Bachelor’s Degree and two years of experience. Two years of experience may be substituted for one year of degree-level education.

109. **Project Manager III**

**Functional Responsibilities:** Responsible for handling the day-to-day management and administration of project tasks. Develops detailed work plans and schedules in response to support service requests. Assigns staff responsibilities and supervises all staff efforts. Utilizes, maintains control over, and redirects available resources as necessary to complete tasks in accordance with scheduled milestones and budgetary constraints. Performs quality checks of all work products. Interacts continuously with government technical representatives to present interim results, discuss concerns, and ensure total product/service satisfaction. May serve client as contract manager and authorized liaison with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel, and customer agency representatives.

**Education/Experience:** Bachelor’s Degree and three years of experience. Two years of experience may be substituted for one year of degree-level education.

110. **Project Manager IV**

**Functional Responsibility:** Serves client as contract manager and authorized liaison with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Responsible for contract performance.

**Education/Experience:** Bachelor’s Degree and a minimum of four years related experience.

111. **Project Manager V**

**Functional Responsibility:** Serves client as contract manager and authorized liaison with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Responsible for contract performance.

**Education/Experience:** Bachelor’s Degree and a minimum of five years related experience.
112. **Quality Assurance Specialist I**  
**Functional Responsibility:** Responsible for technical and quality control testing for clients. Maintains quality assurance/configuration management programs in a variety of technical and non-technical services. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Serves as a liaison to Program Management.  
**Education/Experience:** Bachelor’s Degree.

113. **Quality Assurance Specialist II**  
**Functional Responsibility:** Responsible for technical and quality control testing for clients. Implements and maintains quality assurance/configuration management programs in a variety of technical and non-technical services. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Serves as a liaison to Program Management. Provides task direction and guidance to less experienced team members.  
**Education/Experience:** Bachelor’s Degree and a minimum of two years related experience.

114. **Quality Assurance Specialist III**  
**Functional Responsibility:** Responsible for technical and complex quality control testing for clients. Develops, implements, and maintains quality assurance/configuration management programs in a variety of technical and non-technical services. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Serves as a liaison to Program Management. Provides task direction and guidance to less experienced team members.  
**Education/Experience:** Bachelor’s Degree and a minimum of three years related experience.

115. **Quality Assurance Technician**  
**Functional Responsibilities:** Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs complex workflow analysis and recommends quality improvements.  
**Education/Experience:** Associate Degree and one year of relevant experience. Two years of experience may be substituted for one year of degree-level education.

116. **Receiving Clerk I**  
**Functional Responsibility:** Under general direction, verifies the correctness of incoming client shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records. Checks for damaged goods, ensures that goods are appropriately identified for routing to departments within the establishment, and prepares and keeps records of goods received.  
**Education/Experience:** High School Diploma.
117. Receiving Clerk II
**Functional Responsibility:** Verifies the correctness of incoming client shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records. Checks for damaged goods, ensures that goods are appropriately identified for routing to departments within the establishment, and prepares and keeps records of goods received. May direct and coordinate the activities of less experienced receiving clerks. 
**Education/Experience:** High School Diploma and a minimum of six months related experience.

118. Receiving Clerk III
**Functional Responsibility:** Verifies the correctness of incoming client shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records. Checks for damaged goods, ensures that goods are appropriately identified for routing to departments within the establishment, and prepares and keeps records of goods received. May direct and coordinate the activities of less experienced receiving clerks. May lead training of other receiving clerks. 
**Education/Experience:** High School Diploma and a minimum of one year related experience.

119. Shipping & Receiving Clerk I
**Functional Responsibility:** Under general direction, performs clerical and physical tasks in connection with shipping client goods and receiving incoming shipments. Follows established guidelines to complete day-to-day routine tasks. Capable of handling unusual or non-routine problems. 
**Education/Experience:** High School Diploma.

120. Shipping & Receiving Clerk II
**Functional Responsibility:** Performs clerical and physical tasks in connection with shipping client goods and receiving incoming shipments. Follows established guidelines to complete day-to-day routine tasks. Capable of handling unusual or non-routine problems. May direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received. 
**Education/Experience:** High School Diploma and a minimum of six months related experience.

121. Shipping & Receiving Clerk III
**Functional Responsibility:** Performs clerical and physical tasks in connection with shipping client goods and receiving incoming shipments. Follows established guidelines to complete day-to-day routine tasks. Capable of handling unusual or non-routine problems. May direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received. May lead the training of other shipping and receiving clerks. 
**Education/Experience:** High School Diploma and a minimum of one year related experience.

122. Shipping Clerk I
**Functional Responsibility:** Under general direction, verifies that client orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents. Ensures that shipments are properly packaged. Identifies with shipping information, and prepares and keeps records of goods shipped, manifests, and bills of lading. 
**Education/Experience:** High School Diploma
123. **Shipping Clerk II**  
**Functional Responsibility:** Verifies that client orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents. Ensures that shipments are properly packaged. Identifies with shipping information, and prepares and keeps records of goods shipped, manifests, and bills of lading. May direct and coordinate the activities of less experienced shipping clerks.  
**Education/Experience:** High School Diploma and a minimum of six months related experience.

124. **Shipping Clerk III**  
**Functional Responsibility:** Verifies that client orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents. Ensures that shipments are properly packaged. Identifies with shipping information, and prepares and keeps records of goods shipped, manifests, and bills of lading. May direct and coordinate the activities of less experienced shipping clerks. May lead training of other shipping clerks.  
**Education/Experience:** High School Diploma and a minimum of one year related experience

125. **Subject Matter Expert I**  
**Functional Responsibility:** Confers with client executive management using line of business expertise to define the client’s strategic business goals and advises in the reengineering of business procedures to meet those goals. Demonstrated relevant experience in an applicable subject matter. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an “expert” in the designated logistical/specialty.  
**Education/Experience:** Bachelor’s Degree and a minimum of six years related experience.

126. **Subject Matter Expert II**  
**Functional Responsibilities:** Confers with client management to understand or develop the client's strategic business goals and assists in formulation of an appropriate strategy. Has demonstrated relevant experience in one or more areas to include: finance business process reengineering, facilitation and technical disciples such as programming, engineering and systems design and analysis. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.  
**Education/Experience:** Bachelor’s Degree and eight years of relevant experience. Two years of experience may be substituted for one year of degree-level education.
127. **Subject Matter Expert III**

**Functional Responsibilities:** Confers with client management to define the client’s strategic business goals and advises in the reengineering of business processes to meet these goals. Has demonstrated relevant experience in one or more areas to include: finance business process reengineering, facilitation and technical disciples such as programming, engineering and systems design and analysis. Analyzes clients' requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.

**Education/Experience:** Bachelor’s Degree and 10 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

128. **Subject Matter Expert IV**

**Functional Responsibilities:** Confers with client executive management using line of business expertise to define the client's strategic business goals and advises in the reengineering of business processes to meet these goals. Has demonstrated relevant experience in one or more areas to include: finance, business process reengineering, facilitation and technical disciples such as programming, engineering and systems design and analysis. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.

**Education/Experience:** Bachelor’s Degree and 12 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

129. **Supply Clerk I**

**Functional Responsibility:** Receives, stores, and issues client equipment, materials, supplies, merchandise, or tools, and compiles stock records of items in stockroom, warehouse or storage yard. Counts, sorts, or weighs incoming articles to verify receipt of items on requisition or invoice. Stores articles according to style, size or type of material. Prepares periodic, special or perpetual inventory of stock. Requisitions articles to fill incoming orders. Compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments. May mark identifying codes, figures, or letters on articles. May distribute stock among production workers, keeping records of material issued. May lead and train less experienced supply clerks.

**Education/Experience:** High School Diploma.

130. **Supply Clerk III**

**Functional Responsibility:** Receives, stores, and issues client equipment, materials, supplies, merchandise, or tools, and compiles stock records of items in stockroom, warehouse or storage yard. Counts, sorts, or weighs incoming articles to verify receipt of items on requisition or invoice. Stores articles according to style, size or type of material. Prepares periodic, special or perpetual inventory of stock. Requisitions articles to fill incoming orders. Compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments. May mark identifying codes, figures, or letters on articles. May distribute stock among production workers, keeping records of material issued. May lead and train less experienced supply clerks.

**Education/Experience:** High School Diploma and a minimum of two years related experience.
131. **Supply/Distribution/Stockroom Manager I**

**Functional Responsibility:** Responsible for the management of employees engaged in the storage, shipment, and receipt of client equipment, materials, or supplies. Ensures that goods are packaged and protected for shipment according to specification. Supervises staff at on-site location.

**Education/Experience:** Associates Degree.

132. **Supply Distribution/Stockroom Manager II**

**Functional Responsibility:** Responsible for the management of employees engaged in the storage, shipment, and receipt of client equipment, materials, or supplies. Ensures that goods are packaged and protected for shipment according to specification. Supervises staff at on-site location. Relies on experience and judgment to plan and accomplish goals.

**Education/Experience:** Associates Degree and a minimum of three years related experience.

133. **Supply Distribution/Stockroom Manager III**

**Functional Responsibility:** Responsible for the management of employees engaged in the storage, shipment, and receipt of client equipment, materials, or supplies. Ensures that goods are packaged and protected for shipment according to specification. Supervises and trains staff at on-site location. Relies on experience and judgment to plan and accomplish goals.

**Education/Experience:** Associates Degree and a minimum of five years related experience.

134. **Systems Analyst I**

**Functional Responsibility:** Under general direction, analyzes and develops computer software for clients. Capabilities may include engineering, and business and records management skills. Develops plans for automated data processing systems. Analyzes problems and information for processing. Defines the problems and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Coordinates with programmers to ensure proper implementation of program and system specifications.

**Education/Experience:** Associates Degree

135. **Systems Analyst II**

**Functional Responsibility:** Analyzes and develops computer software for clients. Capabilities may include engineering, and business and records management skills. Develops plans for automated data processing systems. Analyzes problems and information for processing. Defines the problems and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Coordinates with programmers to ensure proper implementation of program and system specifications. May provide direction to less experienced analysts.

**Education/Experience:** Associates Degree and a minimum of two years related experience.

136. **Systems Analyst III**

**Functional Responsibility:** Analyzes and develops computer software for clients. Capabilities may include engineering, and business and records management skills. Develops plans for automated data processing systems. Analyzes problems and information for processing. Defines the problems and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Coordinates with programmers to ensure proper implementation of program and system specifications. Develops system alternative solutions in conjunction with functional users. May provide direction to less experienced analysts.

**Education/Experience:** Associates Degree and a minimum of three years related experience.
137. **Systems Analyst IV**

**Functional Responsibility:** Analyzes and develops complex computer software for clients. Capabilities may include engineering, and business and records management skills. Develops plans for automated data processing systems. Analyzes problems and information for processing. Defines the problems and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Coordinates with programmers to ensure proper implementation of program and system specifications. Develops system alternative solutions in conjunction with functional users. May provide direction to less experienced analysts.

**Education/Experience:** Associates Degree and a minimum of four years related experience.

138. **Task Manager I**

**Functional Responsibility:** Monitors tasks and keeps the Program Manager updated on task status. Anticipates problems and works towards resolving foreseeable issues. In the role of team or project leader, provides technical direction for the logistics project. Serves as a technical authority in designated functional areas. Completes tasks within estimated timeframes and under budgetary constraints. Schedules and assigns duties to support staff. May interact with government management personnel and report in writing and orally to contractor management, the COR, and other government representatives.

**Education/Experience:** Associates Degree.

139. **Task Manager II**

**Functional Responsibility:** Monitors tasks and keeps the Program Manager updated on task status. Anticipates problems and works towards resolving foreseeable issues. In the role of team or project leader, provides technical direction for the logistics project. Serves as a technical authority in designated functional areas. As a staff specialist or consultant, resolves unique and unyielding business systems problems, using new technologies and creative approaches. Completes tasks within estimated timeframes and under budgetary constraints. Schedules and assigns duties to support staff. May interact with government management personnel and report in writing and orally to contractor management, the COR, and other government representatives.

**Education/Experience:** Associates Degree and a minimum of two years related experience.

140. **Task Manager III**

**Functional Responsibility:** Monitors tasks and keeps the Program Manager updated on task status. Anticipates problems and works towards resolving foreseeable issues. In the role of team or project leader, provides technical direction for the logistics project. Serves as a technical authority in designated functional areas. As a staff specialist or consultant, resolves unique and unyielding business systems problems, using new technologies and creative approaches. Completes tasks within estimated timeframes and under budgetary constraints. Schedules and assigns duties to support staff. May interact with government management personnel and report in writing and orally to contractor management, the COR, and other government representatives.

**Education/Experience:** Associates Degree and a minimum of three years related experience.
141. Technical Writer/Editor I
Functional Responsibility: Research, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and hardware/software documentation for clients. Obtains technical data from independent sources, reviews with staff, and studies of published materials and existing documentation. Interfaces with users, specialists, analysts, and programmers to obtain background information of technologies, methods, and standards. Revise text and recommends changes in scope, format, and content to ensure conformance with established standards. Copy edits, standardizes, and makes changes to materials prepared by other writers.
Education/Experience: Bachelor’s Degree.

142. Technical Writer/Editor III
Functional Responsibility: Research, writes, and edits materials for related complex reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and hardware/software documentation for clients. Obtains technical data from independent sources, reviews with staff, and studies of published materials and existing documentation. Interfaces with users, specialists, analysts, and programmers to obtain background information of technologies, methods, and standards. Revise text and recommends changes in scope, format, and content to ensure conformance with established standards. Copy edits, standardizes, and makes changes to materials prepared by other writers. Performs final quality assurance checks on all materials. Performs a variety of tasks. May lead and direct the work of others.
Education/Experience: Bachelor’s Degree and a minimum of four years related experience.

143. Traffic/Freight Specialist I
Functional Responsibility: Under general direction, guides first-line direction of employees engaged in coordination and scheduling of the movement of in-bound and out-bound client goods with carriers, and ascertaining the appropriate domestic and/or international freight rate(s) on incoming and outgoing materials and products. Assigns employees to maximize traffic objectives.
Education/Experience: Associates Degree.

144. Traffic/Freight Specialist II
Functional Responsibility: Responsible for the first-line direction of employees engaged in coordination and scheduling of the movement of inbound and out-bound client goods with carriers and ascertaining the appropriate domestic and/or international freight rate(s) on incoming and outgoing materials and products. Assigns employees to maximize traffic objectives.
Education/Experience: Associates Degree and a minimum of two years related experience.

145. Traffic/Freight Specialist III
Functional Responsibility: Responsible for the first-line direction of employees engaged in coordination and scheduling of the movement of inbound and out-bound client goods with carriers and ascertaining the appropriate domestic and/or international freight rate(s) on incoming and outgoing materials and products. Assigns employees to maximize traffic objectives. Responsible for the employment, training, motivation, and discipline of assigned employees.
Education/Experience: Associates Degree and a minimum of four years related experience.
146. Trainer I  
**Functional Responsibility:** Conducts required research to develop and/or revise training courses. Prepares instructor materials to include course outline, background material, and training aids. Prepares student materials, i.e., course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, and seminars.  
**Education/Experience:** Bachelor’s Degree and a minimum of four years related experience.

147. Trainer II  
**Functional Responsibility:** Conducts required research to develop and/or revise training courses. Prepares instructor materials to include course outline, background material, and training aids. Prepares student materials, i.e., course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, and seminars. May lead less experienced trainers.  
**Education/Experience:** Bachelor’s Degree and a minimum of six years related experience.

148. Trainer III  
**Functional Responsibility:** Confers with client executive management to understand business goals and initiatives. Develops training to assist in meeting business goals and initiatives with expected results. Conducts required research to develop and/or revise training courses. Prepares instructor materials to include course outline, background material, and training aids. Prepares student materials, i.e., course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, and seminars. Has the ability to develop training videos. May lead less experienced trainers.  
**Education/Experience:** Bachelor’s Degree and a minimum of eight years related experience.

149. Trainer IV  
**Functional Responsibility:** Confers with client executive management to understand business goals and initiatives. Develops training to assist in meeting business goals and initiatives with expected results. Conducts required research to develop and/or revise training courses. Prepares instructor materials to include course outline, background material, and training aids. Prepares student materials, i.e., course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, and seminars. Has the ability to develop training videos. Able to conduct high level, complex training. May lead less experienced training managers.  
**Education/Experience:** Bachelor’s Degree and a minimum of ten years related experience.

150. Transportation/Operations Specialist I  
**Functional Responsibility:** Assists in the coordination of the physical movement of inbound and outbound client shipments via air, land, rail, sea or pipeline. Responsible for all distribution functions, including shipments to domestic and international customers, and to distribution centers and branches within the same company.  
**Education/Experience:** Associates Degree
151. **Transportation/Operations Specialist II**  
**Functional Responsibility:** Coordinates the physical movement of inbound and outbound client shipments via air, land, rail, sea or pipeline. Responsible for all distribution functions, including shipments to domestic and international customers, and to distribution centers and branches within the same company. May supervise other transportation managers and/or specialists.  
**Education/Experience:** Associates Degree and a minimum of two years related experience.

152. **Transportation/Operations Specialist III**  
**Functional Responsibility:** Coordinates the physical movement of inbound and outbound client shipments via air, land, rail, sea or pipeline. Responsible for all distribution functions, including shipments to domestic and international customers, and to distribution centers and branches within the same company. Evaluates and recommends improvements of the transportation network. May supervise other transportation managers and/or specialists.  
**Education/Experience:** Associates Degree and a minimum of four years related experience.

153. **Truck Driver I**  
**Functional Responsibility:** Operates a truck that transports client cargo to and from specified destinations. Prepares, receives, and provides appropriate documentation for the delivery or pick up of goods to ensure timely service. Loads, secures, and unloads cargo. Maintains radio or telephone contact with dispatcher to receive delivery or pick up instructions or to receive notice of changes in scheduled delivery or pick up. Maintains logs of travel and cargo according to federal and state regulations. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines to perform the functions of the job. Must have a satisfactory driving record.  
**Education/Experience:** High School Diploma and a state issued driver’s license.

154. **Truck Driver II**  
**Functional Responsibility:** Operates a truck that transports client cargo to and from specified destinations. Prepares, receives, and provides appropriate documentation for the delivery or pick up of goods to ensure timely service. Loads, secures, and unloads cargo. Maintains radio or telephone contact with dispatcher to receive delivery or pick up instructions or to receive notice of changes in scheduled delivery or pick up. Maintains logs of travel and cargo according to federal and state regulations. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines to perform the functions of the job. Must have a satisfactory driving record. May act as a team leader.  
**Education/Experience:** High School Diploma and a minimum of one year related experience with a state driver’s license.
155. Truck Driver III
**Functional Responsibility:** Operates a truck that transports client cargo to and from specified destinations. Prepares, receives, and provides appropriate documentation for the delivery or pick up of goods to ensure timely service. Loads, secures, and unloads cargo. Maintains radio or telephone contact with dispatcher to receive delivery or pick up instructions or to receive notice of changes in scheduled delivery or pick up. Maintains logs of travel and cargo according to federal and state regulations. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines to perform the functions of the job. Must have a satisfactory driving record. May act as a team leader.
**Education/Experience:** High School Diploma and a minimum of two years related experience with a state driver’s license.

156. Van Driver
**Functional Responsibility:** Operates company vans or small buses. Loads and unloads client materials, goods, equipment, and passengers between various destinations as assigned. Prepares, receives, and provides appropriate documentation for the delivery or pick up of goods or passengers to ensure timely and accurate transportation. May be responsible for vehicle maintenance and presentation. Relies on instructions and pre-established guidelines and procedures to perform the functions of the job. Must have satisfactory driving record.
**Education/Experience:** High School Diploma and a state issued driver’s license.

157. Warehouse Manager I
**Functional Responsibility:** Manages all client warehouse activities. Manages the warehouse to ensure the receipt, coordination, and safety of all client goods coming through a warehouse. Ensures that orders arrive and are dispatched on time to the appropriate destinations and in the expected quantities. Familiar with a variety of the field's concepts, practices, and procedures. Leads and directs the work of others.
**Education/Experience:** High School Diploma and a minimum of four years related experience.

158. Warehouse Manager II
**Functional Responsibility:** Manages all client warehouse activities. Manages the warehouse to ensure the receipt, coordination, and safety of all client goods coming through a warehouse. Ensures that orders arrive and are dispatched on time to the appropriate destinations and in the expected quantities. 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.
**Education/Experience:** High School Diploma and a minimum of five years related experience.

159. Warehouse Manager III
**Functional Responsibility:** Manages all client warehouse activities. Manages the warehouse to ensure the receipt, coordination, and safety of all client goods coming through a warehouse. Ensures that orders arrive and are dispatched on time to the appropriate destinations and in the expected quantities. 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 required.
**Education/Experience:** High School Diploma and a minimum of six years related experience.
160. **Warehouse Specialist I**  
**Functional Responsibility:** Performs a variety of warehousing duties which require an understanding of the establishment's storage plan. Under general direction, verifies materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. May operate hand or power trucks in performing warehousing duties.  
**Education/Experience:** High School Diploma.

161. **Warehouse Specialist II**  
**Functional Responsibility:** Performs and directs a variety of warehousing duties which require an understanding of the establishment's storage and operational plan. Verifies materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. Operates hand and/or power trucks in performing warehousing duties. May lead less experienced warehouse specialists.  
**Education/Experience:** High School Diploma and a minimum of two years related experience.

162. **Warehouse Specialist III**  
**Functional Responsibility:** Performs and directs a variety of warehousing duties which require an understanding of the establishment's storage and operational plan. Verifies materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. Operates hand and/or power trucks in performing warehousing duties. May lead less experienced warehouse specialists.  
**Education/Experience:** High School Diploma and a minimum of three years related experience.

163. **Web Master I**  
**Functional Responsibility:** Under general direction, develops applications, interfaces, and database front-end with visual development and design tools for use in client’s Internet/Extranet sites and applications. May provide human factors engineering and usability testing and support, database design and modeling. Works with HTML, Java, Jscript, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, Active X, Plug-Ins, Visual Basic, Visual C++, GIF JPEG, MPEG, video/audio streaming, and more. Provides website development, design, support, and maintenance. May function as team leader for less experienced developers.  
**Education/Experience:** Associates Degree.
164. **Web Master II**  
**Functional Responsibility:** Develops applications, interfaces, and database front-end with visual development and design tools for use in client’s Internet/Extranet sites and applications. May provide human factors engineering and usability testing and support, database design and modeling. Works with HTML, Java, Jscript, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, Active X, Plug-Ins, Visual Basic, Visual C++, GIF JPEG, MPEG, video/audio streaming, and more. Provides website development, design, support, and maintenance. May function as team leader for less experienced developers.  
**Education/Experience:** Associates Degree and a minimum of one year related experience.

165. **Web Master III**  
**Functional Responsibility:** Develops applications, interfaces, and database front-end with visual development and design tools for use in client’s Internet/Extranet sites and applications. May provide human factors engineering and usability testing and support, and database design and modeling. Works with HTML, Java, Jscript, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, Active X, Plug-Ins, Visual Basic, Visual C++, GIF JPEG, MPEG, video/audio streaming, and more. Provides website development, design, support, and maintenance. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May function as team leader for less experienced developers.  
**Education/Experience:** Associates Degree and a minimum of two years related experience.

**Substitution Criteria for all Labor Categories**  
- Two years of experience equals one year of education.  
- One year of education equals two years of experience.  
- A GED is equivalent to a High School Diploma.
1. **COURSE TITLE:** Conflict Management  
**COURSE LENGTH:** 1 Day  
**COURSE PRICE:** See Table  
**MINIMUM NUMBER OF PARTICIPANTS:** 10  
**ADDITIONAL COST PER PARTICIPANT ABOVE 10 participants:** See B. Course/Training Pricing Table  
**COURSE DESCRIPTION:**  
The key to effective conflict management is having the right mindset and the right set of conflict management skills. This course will offer guidelines to participants on how to deal with various situations that may arise in the workplace. The topics may include:  
• Confrontation Techniques  
• Dealing with Defensiveness  
• Establishing Real Needs  
• Interpersonal Management  
• Making a “Good Faith” Check  
• Mutual Problem Solving  
• Negotiating “Win-Win” Agreements  
• Systematic Diagnosis  
• Taking Corrective Action

2. **COURSE TITLE:** Customer Focused Team Training  
**COURSE LENGTH:** 4 Days  
**COURSE PRICE:** See Table  
**MINIMUM NUMBER OF PARTICIPANTS:** 10  
**ADDITIONAL COST PER PARTICIPANT ABOVE 10:** See B. Course/Training Pricing Table  
**COURSE DESCRIPTION:**  
This course will outline methods in how to train participants to respond to customers’ needs as a collaborative effort. The topics may include:  
• Building Internal Cooperation and Communication  
• Building a Solid Rapport with Customers  
• Handling Customer Complaints  
• How to Improve Customer Satisfaction  
• How to Work in Teams
3. **COURSE TITLE:** Diversity Training  
**COURSE LENGTH:** 1 Day  
**COURSE PRICE:** See Table  
**MINIMUM NUMBER OF PARTICIPANTS:** 10  
**ADDITIONAL COST PER PARTICIPANT ABOVE 10:** See B. Course/Training Pricing Table  
**COURSE DESCRIPTION:**  
This course will offer training methods on diversity, including decision-making processes, communication and leadership skills, as well as problem solving. The topics may include:  
• Communicating Across Cultures  
• Effective Coaching  
• Gender Equity  
• Mentoring Skills  
• Multicultural/Diversity Marketing  
• Sensitivity to Cultural Backgrounds  
• Sexual Harassment Prevention

4. **COURSE TITLE:** Effective Customer Service  
**COURSE LENGTH:** 1 Day  
**COURSE PRICE:** See Table  
**MINIMUM NUMBER OF PARTICIPANTS:** 10  
**ADDITIONAL COST PER PARTICIPANT ABOVE 10:** See B. Course/Training Pricing Table  
**COURSE DESCRIPTION:**  
This course will offer various marketing methods that will not only produce “repeat” customers, but also build a stronger client base. The topics may include:  
• Customer Follow-up  
• How to Achieve Customer Loyalty  
• How to Handle Difficult Customers  
• Improving Communications Skills  
• Keeping in Constant Touch with Customers  
• Providing a Value-Added Service  
• Providing Quality Service
5. **COURSE TITLE:** Interpersonal Communications  
**COURSE LENGTH:** 1 Day  
**COURSE PRICE:** See Table  
**MINIMUM NUMBER OF PARTICIPANTS:** 10  
**ADDITIONAL COST PER PARTICIPANT ABOVE 10:** See B. Course/Training Pricing Table  
**COURSE DESCRIPTION:**  
This course is designed to help participants get a better understanding of how to deal with various communication techniques. The topics may include:  
- Communicating Across Cultures  
- Communication through E-mail  
- Face-to-Face Communications  
- Identifying Communication Styles for Business Success  
- Keeping Cool Under Pressure  
- Living Up to Your Client’s Standards  
- Negotiation  
- Persuasive Communication  
- Resolving Everyday Conflicts

6. **COURSE TITLE:** Listening to Customers  
**COURSE LENGTH:** 1 Day  
**COURSE PRICE:** See Table  
**MINIMUM NUMBER OF PARTICIPANTS:** 10  
**ADDITIONAL COST PER PARTICIPANT ABOVE 10:** See B. Course/Training Pricing Table  
**COURSE DESCRIPTION:**  
This course will provide methods on how to effectively communicate with customers by being more attentive to their needs. The topics may include:  
- Focusing on Present Conversations  
- Getting Useful Feedback Through Surveys  
- How to Communicate with Others  
- Keeping Customers Informed  
- Making Yourself Available  
- One-on-One Contact  
- Regular Meetings  
- Understanding Customer Needs and Wants
7. **COURSE TITLE:** Listening to Employees  
**COURSE LENGTH:** 4 Hours  
**COURSE PRICE:** See Table  
**MINIMUM NUMBER OF PARTICIPANTS:** 10  
**ADDITIONAL COST PER PARTICIPANT ABOVE 10:** See B. Course/Training Pricing Table  
**COURSE DESCRIPTION:**  
This course is designed to help participants get a better understanding of how to deal with various communication techniques. The topics may include:  
• Communicating Across Cultures  
• Communication through E-mail  
• Face-to-Face Communications  
• Identifying Communication Styles for Business Success  
• Keeping Cool Under Pressure  
• Living Up to Your Client’s Standards  
• Negotiation  
• Persuasive Communication  
• Resolving Everyday Conflicts  

8. **COURSE TITLE:** Preventing Workplace Violence  
**COURSE LENGTH:** 1 Day  
**COURSE PRICE:** See Table  
**MINIMUM NUMBER OF PARTICIPANTS:** 10  
**ADDITIONAL COST PER PARTICIPANT ABOVE 10:** See B. Course/Training Pricing Table  
**COURSE DESCRIPTION:**  
This course will offer guidelines on how to prevent violence in the workplace and recognize signs that may identify potentially dangerous situations. The topics may include:  
• Creating a Crisis Management Team  
• Knowing and Eliminating Violence Risk Factors  
• Recognizing Changes in Behavior  
• Taking Immediate Action Against Workplace Violence  
• Training Employees on How to Deal with Possible Violent Situations
9. **COURSE TITLE:** Recognizing and Preventing Harassment  
**COURSE LENGTH:** 1 Day  
**COURSE PRICE:** See Table  
**MINIMUM NUMBER OF PARTICIPANTS:** 10  
**ADDITIONAL COST PER PARTICIPANT ABOVE 10:** See B. Course/Training Pricing Table  
**COURSE DESCRIPTION:**  
This course will outline the various forms of harassment, as well as discuss acceptable and unacceptable behavior in the workplace. The topics may include:  
- Appropriate Interpersonal Skills  
- Creating a Positive Interpersonal Environment  
- How to be Proactive Rather than Reactive  
- Maintaining a Harassment-Free Workplace  
- Saying No and Stopping Unwelcome Behavior  
- Speaking Up for Yourself Before Problems Build  
- Why Harassment Occurs

10. **COURSE TITLE:** Recognizing and Preventing Sexual Harassment  
**COURSE LENGTH:** 1 Day  
**COURSE PRICE:** See Table  
**MINIMUM NUMBER OF PARTICIPANTS:** 10  
**ADDITIONAL COST PER PARTICIPANT ABOVE 10:** See B. Course/Training Pricing Table  
**COURSE DESCRIPTION:**  
This course will outline the various forms of sexual harassment, as well as discuss acceptable and unacceptable behavior in the workplace. The topics may include:  
- Appropriate Interpersonal Skills  
- Creating a Positive Interpersonal Environment  
- How to be Proactive Rather than Reactive  
- Maintaining a Harassment-Free Workplace  
- Saying No and Stopping Unwelcome Behavior  
- Speaking Up for Yourself Before Problems Build  
- Why Sexual Harassment Occurs
11. COURSE TITLE: Relating to Others  
COURSE LENGTH: 1 Day  
COURSE PRICE: See Table  
MINIMUM NUMBER OF PARTICIPANTS: 10  
ADDITIONAL COST PER PARTICIPANT ABOVE 10: See B. Course/Training Pricing Table  
COURSE DESCRIPTION:  
This course will offer various approaches on how to deal with various personalities and backgrounds in a professional manner. It will also include a self-examination assessment in order to understand how to deal with others more effectively. The topics may include:  
• Effective Communication Skills  
• Effective Feedback  
• Open and Active Listening  
• Offering Emotional Support When Needed  
• Taking Other Options into Consideration

12. COURSE TITLE: Stress Management  
COURSE LENGTH: 1 Day  
COURSE PRICE: See Table  
MINIMUM NUMBER OF PARTICIPANTS: 10  
ADDITIONAL COST PER PARTICIPANT ABOVE 10: See B. Course/Training Pricing Table  
COURSE DESCRIPTION:  
This course will offer guidelines in dealing with various stress-related situations. It is an opportunity for personal growth and development. The topics may include:  
• Attitude Control  
• Cognitive Behavior  
• Coping Skill Development  
• Effective Communication Skills  
• Problem Solving  
• Relaxation Techniques

13. COURSE TITLE: Coaching  
COURSE LENGTH: 1 Day  
COURSE PRICE: See Table  
MINIMUM NUMBER OF PARTICIPANTS: 10  
ADDITIONAL COST PER PARTICIPANT ABOVE 10: See B. Course/Training Pricing Table  
COURSE DESCRIPTION:  
This course will outline methods in how to train participants how to become a coach or better coach the individuals they interact with daily. The topics may include:  
• Self Awareness  
• Unconscious Bias  
• Coaching Up or Coaching Down  
• How to be a Better Coach  
• Developing a Path to Guide Others