GENERAL SERVICES ADMINISTRATION

Federal Acquisition 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 is available through GSA Advantage™, a menu-driven database system. The INTERNET address for GSA Advantage™ is: http://www.GSAAdvantage.gov.

Schedule for Professional Services Schedule
Federal Supply Group: MAS  Class: Multiple Award Schedule
Contract Number: GS-35F-0820M
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering

Contractor: OST, Inc.
2010 Corporate Ridge, Suite 1000
McLean, VA 22102-7858
Business Size: Large Business
Telephone: 703-462-9700
FAX Number: 202-466-8088
Web Site: www.ostglobal.com
E-mail: contracts@ostglobal.com
Contract Administration: Eric Moe

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Cooperative Purchasing</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>54151SSTLOC</td>
<td>54151S RC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMSTLOC</td>
<td>OLMRC</td>
<td>Order-Level Materials (OLM’s)</td>
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</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.
2. **Maximum Order:** $500,000

3. **Minimum Order:** $100.00

4. **Geographic Coverage (delivery Area):** Domestic Only

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

6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted).

7. **Quantity discounts:** None

8. **Prompt payment terms:** None

9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes

9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Yes

10. **Foreign items (list items by country of origin):** None

11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order

11b. **Expedited Delivery.** The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

11c. **Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

11d. **Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery: Contact Contractor

12. **F.O. B Points(s):** Destination

13a. **Ordering Address (es):** Same as Contractor

13b. **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.

14. **Payment address (es):** Same as company address

15. **Warranty provision:** Contractor’s standard commercial warranty.

16. **Export Packing Charges (if applicable):** N/A

17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A
19. Terms and conditions of installation (if applicable): N/A
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A
20a. Terms and conditions for any other services (if applicable): N/A
21. List of service and distribution points (if applicable): N/A
22. List of participating dealers (if applicable): N/A
23. Preventive maintenance (if applicable): N/A
24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).
24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.
25. Data Universal Numbering System (DUNS) number: 073877297
26. Notification regarding registration in System for Award Management (SAM) database: Active registration in SAM
27. Final Pricing:
The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

LABOR CATEGORY PRICES FOLLOW:
SIN 54151S Hourly Rate Table

GSA Approved Labor Categories and Rates

<table>
<thead>
<tr>
<th>Program Manager</th>
<th>$186.26</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project manager III</td>
<td>$177.29</td>
</tr>
<tr>
<td>Project Manager I</td>
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<tr>
<td>Task Manager III</td>
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<tr>
<td>Senior Consultant VI</td>
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<tr>
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<td>Senior Consultant IV</td>
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<tr>
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<tr>
<td>Position</td>
<td>Salary</td>
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<tr>
<td>--------------------------------</td>
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<tr>
<td>System Architect II</td>
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<td>System Architect I</td>
<td>$160.58</td>
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<tr>
<td>System Engineer IV</td>
<td>$142.13</td>
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<tr>
<td>System Engineer III</td>
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<tr>
<td>System Engineer II</td>
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<tr>
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<td>$117.86</td>
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<tr>
<td>Qual. Assurance Specialist II</td>
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<td>Network Engineer VII</td>
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<tr>
<td>Administrative I</td>
<td>$ 45.29</td>
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</table>
LABOR CATEGORY DESCRIPTIONS FOLLOW:

1. Program Manager I

Minimum/General Experience:
Minimum of six (6) years progressive management experience in information systems development, project development from inception to deployment, demonstrated ability to provide technical guidance and direction in multiple tasks across several functional areas, and proven experience in the management and control of funds and resources, and exceptional oral and written communications skills. At least four years supervisory experience.

Functional Responsibility:
Responsible for the effective management of funds and personnel and is accountable for the quality and timely delivery of all contractual deliverable items. Serves as the contractor's authorized point of contact with the customer and is responsible for overall contract task performance. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, supervising technical personnel, hiring and termination, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for ensuring that all required resources including manpower, funds, production components, computer time, and facilities are available for program implementation and completion. Responsible for the supervision of subordinate managers, engineers, scientists, analysts, and technicians.

Minimum Education:
Bachelor’s Degree in Computer Science, Engineering, Business, Information Systems or other related scientific or technical discipline.

2. Project Manager I

Minimum/General Experience:
Minimum of two (2) years progressive project experience, most of which must have been in a specialized area, in information systems development, project development from inception to deployment; demonstrated ability to manage and provide technical guidance and direction in multiple tasks across several functional areas, and excellent oral and written communications skills. At least one (1) year supervisory experience.

Functional Responsibility:
Under close supervision, is responsible for the lead management and technical direction of a project, or multi-task projects. Responsible for project performance including cost, schedule, deliverables, and contractual compliance, and is accountable for the quality and timely delivery of all project deliverable items. Serves as a contractor's authorized technical interface with the customer and is responsible for overall project/task performance. Responsible for enforcing work standards, task schedules, reviewing work discrepancies, supervising technical personnel, recommending project hires and terminations, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for the budgeting of all required resources including manpower, funds, production components, computer time, and facilities that are required for project implementation and completion. Responsible for the supervision of subordinate engineers, scientists, analysts, and technicians.

Minimum Education:
Bachelor’s Degree in Computer Science, Engineering, Business, Information Systems or other related scientific or technical discipline.
3.  **Project Manager III**

**Minimum/General Experience:**
Minimum of two (2) years progressive project experience, most of which must have been in a specialized area, in information systems development, project development from inception to deployment; demonstrated ability to manage and provide technical guidance and direction in multiple tasks across several functional areas, and excellent oral and written communications skills. At least three years supervisory experience.

**Functional Responsibility:**
Responsible for the management and technical direction of a project, or multi-task projects. Responsible for project performance including cost, schedule, deliverables, and contractual compliance, and is accountable for the quality and timely delivery of all project deliverable items. Serves as a contractor's authorized technical interface with the customer and is responsible for overall project/task performance. Responsible for enforcing work standards, task schedules, reviewing work discrepancies, supervising technical personnel, recommending project hires and terminations, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for the budgeting of all required resources including manpower, funds, production components, computer time, and facilities that are required for project implementation and completion. Responsible for the supervision of subordinate engineers, scientists, analysts, and technicians.

**Minimum Education:**
Bachelor's Degree in Computer Science, Engineering, Business, Information Systems or other related scientific or technical discipline.

4.  **Task Manager III**

**Minimum/General Experience:**
Must have eight (8) years of general experience including five (5) years of specialized experience of which three (3) years were direct supervisory experience and involved managing or supporting the management of information systems-related tasks.

**Functional Responsibility:**
Manages day-to-day task activities and keeps the Program or Project Manager abreast of all problems and accomplishments. Anticipates problems and works to mitigate them. As a task leader, provides technical direction for the complete systems design, development, implementation, or operations effort. May serve as a technical authority for a design area. As a staff specialist, resolves unique and unyielding systems problems using new technology. Completes tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to contractor management and government representatives.

**Minimum Education:**
Bachelor’s Degree in Computer Science, Engineering, Business, Information Systems or other related scientific or technical discipline is required but four (4) additional years of general experience and two (2) additional years of specialized experience can be substituted for a degree.

5.  **Task Manager II**

**Minimum/General Experience:**
Must have four (6) years of general experience including two (3) years of specialized experience of which one (2) year were direct supervisory experience and involved managing or supporting the management of information systems-related tasks.

**Functional Responsibility:**
Manages day-to-day task activities and keeps the Program or Project Manager abreast of all problems and accomplishments. Anticipates problems and works to mitigate the anticipated problems. As a task
leader, provides technical direction for the completion of information technology support tasks and may serve as an authority for a technical subject area. As a staff specialist, resolves technical problems using appropriate technology. Can complete tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to contractor management and government representatives, including the government contracting officer.

Minimum Education:
Bachelor’s Degree in Computer Science, Engineering, Business, Information Systems or other related scientific or technical discipline is preferred. Associate degree in a technical discipline or training from the Project Management Institute is required.

6. Senior Consultant VII

Minimum/General Experience:
Educated computer scientist, analyst, or engineer who has solved some of the most difficult and forward-looking technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have twenty (20) years of experience performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have published articles or books in field of expertise and/or made presentations at professional conferences.

Functional Responsibility:
Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements and may perform considerable independent research without any supervision. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

Minimum Education:
Master’s Degree in business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Doctorate Degree preferred. Consultant may substitute ten (10) years of experience for a master’s degree.

7. Senior Consultant VI

Minimum/General Experience:
Educated computer scientist, analyst, or engineer who has solved some difficult and forward-looking technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have 16 years of experience performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have published articles or books in field of expertise and/or made presentations at professional conferences.
**Functional Responsibility:**
Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements and may perform considerable independent research without any supervision. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

**Minimum Education:**
Master’s Degree in business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Doctorate Degree preferred. Consultant may substitute eight (8) years of experience for a master’s degree.

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8. **Senior Consultant V**

**Minimum/General Experience:**
Educated computer scientist, analyst, or engineer who has solved some challenging and technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve technology-based customer problems. These may include re-engineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have 14 years of experience performing this type of work. Consultant must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have made presentations at professional conferences.

**Functional Responsibility:**
Consultant assists in developing programs and implementing creative and innovative solutions to the customer’s problems. Consultant researches and analyzes customer requirements. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer’s problems. Usually supports a technology executive or program manager but may also supervise others in performing complex tasks.

**Minimum Education:**
Master’s Degree in business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may substitute six (6) years of experience for a master’s degree.

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9. **Senior Consultant IV**

**Minimum/General Experience:**
Highly educated and experienced computer professional, analyst or engineer who has solved some challenging technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve technology-based customer problems. These may include re-engineering efforts of financial processes and systems; applying scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant will usually have 12 years of experience performing this type of work. Consultant could be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may have made presentations at professional conferences.
Functional Responsibility:
Consultant assists in developing programs and implementing creative and innovative solutions to the customer's problems. Consultant researches and analyzes customer requirements. Consultant applies expert knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions proposed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer's problems. May support a technology executive, program or project manager, or a task manager and may supervise others in performing complex tasks.

Minimum Education:
Master's Degree in business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. Consultant may substitute four (4) years of experience for a master’s degree.

10. Senior Consultant III

Minimum/General Experience:
Highly educated computer professional, analyst, or engineer who has solved some challenging technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of financial processes and systems; applying scientific technologies in systems, experiments, and demonstrations; and introducing into systems the application of leading-edge technological developments. Consultant must have eight (8) years of experience providing this type of support. Consultant must have substantial expertise in the one of the following areas: financial management; systems management; computer science; engineering; behavioral science or related areas.

Functional Responsibility:
Consultant assists others in developing programs and implementing creative and innovative solutions to the customer's problems. Researches and analyzes customer requirements. Consultant applies knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions developed. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer's problems. Usually supports a program manager.

Minimum Education:
Bachelor’s Degree in business; business management; financial management; systems management; computer science; engineering; physics; math; behavioral science or related areas. Master’s Degree preferred.

11. Senior Consultant II

Minimum/General Experience:
Educated and experienced computer professional, analyst, or engineer who has solved some challenging technology-based problems. A subject matter expert in engineering, science, or finance and has a track record of applying sound analysis, business, and scientific expertise and practices to solve a wide variety of technology-based customer problems. These may include re-engineering efforts of financial processes and systems; applying accepted technologies in systems, experiments, and demonstrations; and introducing into systems the application of current technological developments. Consultant must have six (6) years of experience providing this type of support. Consultant must have substantial expertise in the one of the following areas: financial management; systems management; computer science; engineering; behavioral science or related areas.

Functional Responsibility:
Consultant assists others in developing programs and implementing creative and innovative solutions to the customer's problems. Researches and analyzes customer requirements. Consultant applies knowledge to determine the accuracy and reasonableness of the data, recommendations, and solutions developed. Documents and summarizes the results and develops and recommends creative and
innovative solutions to the customer’s problems. Usually supports a program or project manager but may
support a task manager.

**Minimum Education:**
Bachelor’s Degree in business; business management; financial management; systems management;
computer science; engineering; physics; math; behavioral science or related areas. Master’s Degree
preferred.

12. **System Architect II**

**Minimum/General Experience:**
Minimum of five (5) years’ experience in design, analysis, and implementation of information systems
architecture.

**Functional Responsibility:**
Under little or no supervision, applies a wide set of engineering disciplines for planning, design, analysis,
specification development, coding, and construction of computer and telecommunications information
systems architectures. Responsible for, or assists in the designing of interface standards, quality
assurance standards, performance standards, and cost-benefit analysis of modern state-of-the-art
information systems.

**Minimum Education:**
Bachelor’s Degree in Computer Science, Information Systems or other related scientific or technical
discipline.

13. **System Architect I**

**Minimum/General Experience:**
Minimum of three (3) year experience in design, analysis, and implementation of information systems
architecture.

**Functional Responsibility:**
Under occasional supervision, applies a wide set of engineering disciplines for planning, design, analysis,
specification development, coding, and construction of computer and telecommunications information
systems architectures. Assists in designing interface standards, quality assurance standards,
performance standards, and cost-benefit analysis of state-of-the art information systems. Uses Rational,
Borland Suite, Erwin and other tools to perform functions.

**Minimum Education:**
Bachelor’s Degree in Computer Science, Information Systems or other related scientific or technical
discipline.

14. **System Engineer V**

**Minimum/General Experience:**
Minimum of eight (8) years’ experience in systems engineering design, analysis, integration, and
life-cycle engineering support of large information systems projects. At least two years supervisory
experience.

Functional Responsibility: Responsible for all life-cycle support functions associated with the systems
engineering of large computer and information system projects. Oversees and performs research,
planning, design, cost-benefit trade-off analysis, specification development, and all aspects of systems
analysis of IT systems. Responsible for standards and interface development, certifications, and test and
evaluations of complex systems. Responsible for the supervision of subordinate systems engineers.
Minimum Education: Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems or other related scientific or technical discipline and typically, an advanced degree or specialized certification.

15. **System Engineer IV**

Minimum/General Experience: Minimum of eight (8) years’ experience in systems engineering design, analysis, integration, and life-cycle engineering support of large information systems projects. At least two years supervisory experience.

Functional Responsibility: Responsible for all life-cycle support functions associated with the systems engineering of large computer and information system projects. Oversees and performs research, planning, design, cost-benefit trade-off analysis, specification development, and all aspects of systems analysis of IT systems. Responsible for standards and interface development, certifications, and test and evaluations of complex systems. Responsible for the supervision of subordinate systems engineers.

Minimum Education: Bachelor’s Degree in Computer Science, Electrical Engineering, Information Systems or other related scientific or technical discipline.

16. **System Engineer III**

Minimum/General Experience: Minimum of five (5) years’ experience in systems engineering design, analysis, integration, and life-cycle engineering support of large information systems projects.

Functional Responsibility: Under little or no supervision, performs all life-cycle support functions associated with the systems engineering of large computer and information system projects. Performs research, planning, design, cost-benefit trade-off analysis, specification development, and all aspects of systems analysis of IT systems. Responsible for standards and interface development, certifications, and test and evaluations of complex systems.

Minimum Education: Bachelor’s Degree in Computer Science, Electrical Engineering, Information Systems or other related scientific or technical discipline.

17. **System Engineer II**

Minimum/General Experience: Minimum of two (2) years’ experience in systems engineering design, analysis, integration, and life-cycle engineering support of large information systems projects.

Functional Responsibility: Under close supervision, performs all life-cycle support functions associated with the systems engineering of large computer and information system projects. Performs research, planning, design, cost-benefit trade-off analysis, specification development, and all aspects of systems analysis of IT systems. Responsible for standards and interface development; certifications; and test and evaluations of complex systems.

Minimum Education: Bachelor’s Degree in computer science, Electrical Engineering, Information Systems or other related scientific or technical discipline.
18. System Engineer I

Minimum/General Experience:
Enter-level position in systems engineering design, analysis, integration, and life-cycle engineering support of large information systems projects.

Functional Responsibility:
Under close supervision, performs all life-cycle support functions associated with the systems engineering of large computer and information system projects. Performs research, planning, design, cost-benefit trade-off analysis, specification development, and all aspects of systems analysis of IT systems. Responsible for standards and interface development; certifications; and test and evaluations of complex systems.

Minimum Education:
Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems or other related scientific or technical discipline.

19. Programmer V

Minimum/General Experience:
Minimum of eight (8) years' experience in computer programming and analysis of complex information systems application and operating system software. At least two years supervisory experience

Functional Responsibility:
Responsible for and applies expertise in programming procedures to complex software modules and packages, including operating systems and application software. Develops specifications for software programming applications, or modifies/maintains existing software modules, including design, code, test, and evaluation. Participates in all life-cycle phases of software development with emphasis on the planning, testing, programming, and acceptance phases. Responsible for the supervision of subordinate software programmers.

Minimum Education:
Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems or other related scientific or technical discipline and typically, an advanced degree or specialized certification.

20. Programmer IV

Minimum/General Experience:
Minimum of eight (8) years' experience in computer programming and analysis of complex information systems application and operating system software. At least two years supervisory experience

Functional Responsibility:
Responsible for and applies expertise in programming procedures to complex software modules and packages, including operating systems and application software. Develops specifications for software programming applications, or modifies/maintains existing software modules, including design, code, test, and evaluation. Participates in all life-cycle phases of software development with emphasis on the planning, testing, programming, and acceptance phases. Responsible for the supervision of subordinate software programmers.

Minimum Education:
Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems or other related scientific or technical discipline.
21. **Programmer III**

**Minimum/General Experience:**
Minimum of five (5) years’ experience in computer programming and analysis of complex information systems application and operating system software.

**Functional Responsibility:**
Responsible for and applies expertise in programming procedures to complex software modules and packages, including operating systems and application software. Develops specifications for software programming applications, or modifies/maintains existing software modules, including design, code, test, and evaluation. Participates in all life-cycle phases of software development with emphasis on the planning, testing, programming, and acceptance phases. Responsible for the supervision of subordinate software programmers.

**Minimum Education:**
Bachelor’s Degree in Computer Science, Information Systems or other related scientific or technical discipline.

22. **Programmer II**

**Minimum/General Experience:**
Minimum of three (3) years’ experience in computer programming and analysis of complex information systems application and operating system software.

**Functional Responsibility:**
Under little or no supervision, applies expertise in programming procedures to complex software modules and packages, including operating systems and application software. Develops, or assists in the development of specifications for software programming applications, or modifies/maintains existing software modules, including design, code, test, and evaluation. Participates in all life-cycle phases of software development with emphasis on the planning, testing, programming, and acceptance phases.

**Minimum Education:**
Bachelor’s Degree in Computer Science, Information Systems or other related scientific or technical discipline.

23. **Programmer I**

**Minimum/General Experience:**
Minimum of zero (0) years’ experience This is an entry-level position in computer programming and analysis of complex information systems application and operating system software.

**Functional Responsibility:**
Under constant supervision, applies expertise in programming procedures to complex software modules and packages, including operating systems and application software. May assist in developing specifications for software programming applications, or modifying/maintaining existing software modules, including design, code, test, and evaluation. May participate in some or all phases of software development with emphasis on the planning, testing, programming, and acceptance phases.

**Minimum Education:**
Associates Degree, or at least two years’ work toward a Bachelor’s Degree in Computer Science, Information Systems or other related scientific or technical discipline.
24. Analyst IV

Minimum/General Experience:
Minimum of five (7) years’ experience in systems analysis and design of large information systems programs, and at least three (3) years’ experience in information technology. At least two (2) years supervisory experience.

Functional Responsibility:
Responsible for applying systems analysis and design techniques to complex computer systems. Schedules and reviews all life-cycle support functions associated with the design of complex information system projects. Designs programs using flowcharts, data flow diagrams, and/or pseudo code. Uses complexity meters to assess programs and recommends improvements and assess operating systems performance. Uses relational theory to assess normality of databases and recommends improvements. Develops procedures, manuals, and other documentation for complex information systems. Responsible for the supervision of subordinate systems analysts.

Minimum Education:
Bachelor’s Degree in Computer Science, Mathematics, Engineering, Information Systems or other related scientific or technical discipline.

25. Analyst III

Minimum/General Experience:
Minimum of five (5) years’ experience in systems analysis and design of large information systems programs, and at least two (2) years’ experience in information technology.

Functional Responsibility:
Under little or no supervision, applies systems analysis and design techniques to complex computer systems. Schedules and reviews all life-cycle support functions associated with the design of complex information system projects. Designs programs using flowcharts, data flow diagrams, and/or pseudo code. Uses complexity meters to assess programs and recommends improvements and assess operating systems performance. Uses relational theory to assess normality of databases and recommends improvements. Develops procedures, manuals, and other documentation for complex information systems.

Minimum Education:
Bachelor’s Degree in Computer Science, Mathematics, Engineering, Information Systems or other related scientific or technical discipline.

26. Analyst II

Minimum/General Experience:
Minimum of three (3) years’ experience in systems analysis and design of large information systems programs, and at least one (1) year of experience in information technology.

Functional Responsibility:
Under little or no supervision, applies systems analysis and design techniques to complex computer systems. Schedules and reviews all life-cycle support functions associated with the design of complex information system projects. Designs programs using flowcharts, data flow diagrams, and/or pseudo code. Uses complexity meters to assess programs and recommends improvements and assess operating systems performance. Uses relational theory to assess normality of databases and recommends improvements. Develops procedures, manuals, and other documentation for complex information systems.
Minimum Education:
Bachelor’s Degree in Computer Science, Mathematics, Engineering, Information Systems or other related scientific or technical discipline.

27. Quality Specialist Assurance Specialist II

Minimum/General Experience:
Minimum of four (4) years’ experience in IT and IT-related work. At least two (2) years’ experience in IT and IT related quality assurance.

Functional Responsibility:
Under little or no supervision, develops and implements quality assurance standards, guidelines, and procedures related to IT or IT related services. Develops and defines major and minor characteristics of quality, including quality metrics and scoring parameters, and determines requisite quality control resources for IT initiatives. Establishes and maintains a process for evaluating hardware, software, and associated documentation and / or assists in the evaluation. Conduct and / or participates in formal and informal reviews at predetermined points through the development life cycle. Applies systems analysis and design techniques to complex computer systems. Schedules and reviews all life-cycle support functions associated with the design of complex information system projects. Designs programs using flowcharts, data flow diagrams, and/or pseudo code. Uses complexity meters to assess programs and recommends improvements and assess operating systems performance. Uses relational theory to assess normality of databases and recommends improvements. Develops procedures, manuals, and other documentation for complex information systems.

Minimum Education:
Bachelor’s Degree in Computer Science, Mathematics, Engineering, Information Systems or other related scientific or technical discipline.

28. Network Engineer VII

Minimum/General Experience:
Minimum of five (5) years’ experience in administration, management, hardware/software selection, integration, troubleshooting and maintenance, and end user support of computer and telecommunications networks including LAN/WAN/MAN topologies. At least two years supervisory experience.

Functional Responsibility:
Responsible for the management and technical administration of modern computer and telecommunications networks. Oversees the day-to-day activities of the system and is responsible for all applications running on the network. Manages LAN/WAN/MAN related systems including software applications, communications, security, electronic mail, bulletin boards, UPS service, external communication links, scheduling, troubleshooting, and printing services. Monitors and responds to complex technical hardware and software problems utilizing a variety of network testing tools and techniques. Optimizes network topology and services using sophisticated network tools and benchmarks and maintains network management records. Certified as a network engineer in at least one network communications protocol. Responsible for the supervision of subordinate information network managers and administrators.

Minimum Education:
Bachelor’s Degree in Computer Science, Electronics Engineering, Information Systems or other related scientific or technical discipline.
29. Network Engineer VI

Minimum/General Experience:
Minimum of five (5) years’ experience in administration, management, hardware/software selection, integration, troubleshooting and maintenance, and end user support of computer and telecommunications networks including LAN/WAN/MAN topologies.

Functional Responsibility:
Under little or no supervision, provides for the management and technical administration of modem computer and telecommunications networks. Oversees the day-to-day activities of the system and is responsible for all applications running on the network. Manages, or assists in managing LAN/WAN/MAN related systems including software applications, communications, security, electronic mail, bulletin boards, UPS service, external communication links, scheduling, troubleshooting, and printing services. Monitors and responds to complex technical hardware and software problems utilizing a variety of network testing tools and techniques. Optimizes network topology and services using sophisticated network tools and benchmarks and maintains network management records. Certified as a network engineer in at least one network communications protocol.

Minimum Education:
Bachelor’s Degree in Computer Science, Electronics Engineering, Information Systems or other related scientific or technical discipline.

30. Network Engineer V

Minimum/General Experience:
Minimum of three (3) years’ experience in information systems communication networks design, analysis, integration, hardware/software selection, integration, and end user support of complex networks.

Functional Responsibility:
Provides functional guidance and direction in network planning, design, integration, analysis, operating system programming, communications protocols, test and evaluation, trouble-shooting, training, and documentation support of modem computer and telecommunications networks. Responsible for selection and implementation of interface standards, quality assurance, performance benchmarks, reliability, and administration of modem state-of-the art information systems. Certified as a network engineer in at least one network communications protocol. Responsible for the supervision of subordinate information systems network engineers.

Minimum Education:
Bachelor’s Degree in Computer Science, Electronics Engineering, Information Systems or other related scientific or technical discipline.

31. Technician I

Minimum/General Experience:
Two (2) general years’ experience testing, repairing, troubleshooting or equipment.

Functional Responsibility:
Under supervision, assists in the assessment of current site network configuration and user requirements. Develops installation schedules, participates in network / hardware installation. Coordinates post installation operation and maintenance support.

Minimum Education:
A High School diploma, GED, or equivalent experience.
32. Help Desk III

Minimum/General Experience:
This position requires a minimum of four years’ experience. Specialized experience includes management of help desks in a multi-server environment, comprehensive knowledge of operating systems as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields.

Functional Responsibility:
Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard applications, and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software and printer problems.

Minimum Education:
Bachelor’s degree in a technical or management discipline, or an associate degree with a technical certification in a management discipline. A combination of education, training, or certification that provides the requisite knowledge, skills, and abilities may be substituted for the degree.

33. Help Desk II

Minimum/General Experience:
Minimum of two (2) years of experience. Experience includes knowledge of operating systems as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields.

Functional Responsibility:
With little daily supervision, provides telephone and in-person support to users in the areas of e-mail, directories, standard desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software and printer problems.

Minimum Education:
High School diploma, GED, or equivalent experience in a related discipline, often coupled with training or certification.

34. Operator I

Minimum/General Experience:
Two (2) years’ experience with operation on large scale computer systems or multi-server local area networks. Must demonstrate sufficient knowledge of programming to understand software / hardware interaction. Knowledge and experience with a wide variety of hardware platforms and their associated peripherals and software applications.

Functional Responsibility:
Operates computer systems, peripherals and support equipment conforming to the site-specific operating procedures. Monitors and supports computer processing reporting and deviations from established standards. Assists in determining equipment settings and operating instructions. Coordinates input, output, and file media. Distributes output and controls computer operation on multiple platforms. Performs required preventive maintenance.

Minimum Education:
High School diploma, GED, or equivalent experience in a related discipline.
35. Technical Writer II

Minimum/General Experience:
Minimum of four (4) years’ experience in writing and editing technical documentation and literature of modem, complex information systems, in accordance with applicable government and industry writing standards.

Functional Responsibility:
Under little or no supervision, responsible for collecting, analyzing, composing, and translating technical information into clear, readable documents to be used by both technical and non-technical personnel. Organizes material and writes descriptive copy according to established government and industry standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. May select photographs, drawings, sketches, diagrams, and charts to illustrate material. Uses automated tools, including computer terminals and word processing or desktop publishing software in performing assigned duties.

Minimum Education:
Bachelor’s Degree in Computer Science, Engineering, Business, English, Management Sciences, Information Systems or other related scientific or technical discipline.

36. Administrative III

Minimum/General Experience:
Minimum of ten (10) years of experience with thorough knowledge of most used word processing packages (i.e. WordPerfect and MS Word) and with database and spreadsheet packages (i.e. Lotus 123 and MS Excel).

Functional Responsibility:
Responsible for the effective administration of the business operations for an office, department, or division. Assures that acceptable administrative services are provided to the client within budget, on schedule and with a minimum of disruption. Assist in the preparation of budgets. Carries out recurring office procedures independently. Reviews outgoing materials and correspondence for internal consistency and conformance with office procedures; assures that proper clearances have been obtained. Composes correspondence requiring some technical understanding. Assigns and supervises the work of support personnel.

Minimum Education:
Associates Degree in a related discipline or five (5) additional years of experience.

37. Administrative II

Minimum/General Experience:
Minimum of five (5) years of experience with thorough knowledge of most commonly used word processing packages (i.e. WordPerfect and MS Word) and with database and spreadsheet packages (i.e. Lotus 123 and MS Excel).

Functional Responsibility:
Responsible for the effective administration of the business operations for an office, department, or division. Assures that acceptable administrative services are provided to the client within budget, on schedule and with a minimum of disruption. Assist in the preparation of budgets. Carries out recurring office procedures independently. Reviews outgoing materials and correspondence for internal consistency and conformance with office procedures; assures that proper clearances have been obtained. Composes correspondence requiring some technical understanding. Assigns and supervises the work of support personnel.
Minimum Education:
Associates Degree in a related discipline or four (4) additional years of experience.

38. Administrative Assistant I

Minimum/General Experience:
A minimum of three (3) years of experience with thorough knowledge of most commonly used word processing packages (i.e. WordPerfect and MS Word). Familiar with database and spreadsheet packages (i.e. Lotus 123 and MS Excel).

Functional Responsibility:
Responsible for the effective administration of the business operations for an office or department. Assures that acceptable administrative services are provided to the client within budget, on schedule and with a minimum of disruption. May assign and supervise the work of support personnel. Performs administrative assignments requiring the ability to follow directions and procedures. Proofreads for error and proper format. Other duties include reviewing materials to be typed, answering telephones, taking messages, and making copies. May also perform receptionist duties as required. May also provide conference and meeting support.

Minimum Education:
A High School diploma, GED, or equivalent experience in a related discipline.