



AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

SPECIAL ITEM NUMBER 132-8 PURCHASE OF NEW EQUIPMENT

FSC CLASS 7010 - SYSTEM CONFIGURATION

- End User Computers/Desktop Computers
- Professional Workstations
- Servers
- Laptop/Portable/Notebook Computers
- Large Scale Computers
- Optical and Imaging Systems
- Other Systems Configuration Equipment, Not Elsewhere Classified

FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES

- Printers
- Display
- Graphics, including Video Graphics, Light Pens, Digitizers, Scanners, and Touch Screens
- Network Equipment
- Other Communications Equipment
- Optical Recognition Input/Output Devices
- Storage Devices including Magnetic Storage, Magnetic Tape Storage and Optical Disk Storage
- Other Input/Output and Storage Devices, Not Elsewhere Classified

FSC CLASS 7035 - ADP SUPPORT EQUIPMENT

- ADP Support Equipment

FSC Class 7042 - MINI AND MICRO COMPUTER CONTROL DEVICES

- Microcomputer Control Devices
- Telephone Answering and Voice Messaging Systems

FSC CLASS 7050 - ADP COMPONENTS

- ADP Boards

FSC CLASS 5995 - CABLE, CORD, AND WIRE ASSEMBLIES: COMMUNICATIONS EQUIPMENT

- Communications Equipment Cables

FSC CLASS 6015 - FIBER OPTIC CABLES

- Fiber Optic Cables

FSC CLASS 6020 - FIBER OPTIC CABLE ASSEMBLES AND HARNESSSES

- Fiber Optic Cable Assemblies and Harnesses

FSC CLASS 6145 - WIRE AND CABLE, ELECTRICAL

- Coaxial Cables

FSC Class 5805 - TELEPHONE AND TELEGRAPH EQUIPMENT

Telephone Equipment
Audio and Video Teleconferencing Equipment

FSC CLASS 5810 - COMMUNICATIONS SECURITY EQUIPMENT AND COMPONENTS

Communications Security Equipment

FSC CLASS 5815 - TELETYPE AND FACSIMILE EQUIPMENT

Facsimile Equipment (FAX)

FSC CLASS 5820 - RADIO AND TELEVISION COMMUNICATION EQUIPMENT, EXCEPT AIRBORNE

Two-Way Radio Transmitters/Receivers/Antennas
Broadcast Band Radio Transmitters/Receivers/Antennas
Microwave Radio Equipment/Antennas and Waveguides
Satellite Communications Equipment

FSC CLASS 5821 - RADIO AND TELEVISION COMMUNICATION EQUIPMENT, AIRBORNE

Airborne Radio Transmitters/Receivers

FSC CLASS 5825 - RADIO NAVIGATION EQUIPMENT, EXCEPT AIRBORNE

Radio Navigation Equipment/Antennas

FSC CLASS 5826 - RADIO NAVIGATION EQUIPMENT, AIRBORNE

Airborne Radio Navigation Equipment

FSC CLASS 5830 - INTERCOMMUNICATION AND PUBLIC ADDRESS SYSTEMS, EXCEPT AIRBORNE

Pagers and Public Address Systems (wired and wireless transmissions, including background music systems)

FSC CLASS 5841 - RADAR EQUIPMENT, AIRBORNE

Airborne Radar Equipment

FSC CLASS 5895 - MISCELLANEOUS COMMUNICATION EQUIPMENT

Miscellaneous Communications Equipment

*****The following are offered under Special Item Number 132-8.*****

- Special Physical, Visual, Speech, and Hearing Aid Equipment
- Installation (FPDS Code N070) for Equipment Offered
- Deinstallation (FPDS N070)
- Reinstallation (FPDS N070)

NOTE: Installation must be incidental to, in conjunction with and in direct support of the products sold under SIN 132-8 of this contract and cannot be purchased separately. If the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply. In applying the Davis-Bacon Act, ordering activities are required to incorporate wage rate determinations into orders, as applicable.

SPECIAL ITEM NUMBER 132-12 - EQUIPMENT MAINTENANCE (FPDS Code J070 - Maintenance and Repair Service)(Repair Parts/Spare Parts - See FSC Class for basic equipment)

***** The following are offered.*****

- Maintenance
- Repair Service
- Repair Parts/Spare Parts
- Third Party Maintenance

SPECIAL ITEM NUMBER 132-33 - PERPETUAL SOFTWARE LICENSES

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers

- Operating System Software
- Application Software
- Electronic Commerce (EC) Software
- Utility Software
- Communications Software
- Core Financial Management Software
- Ancillary Financial Systems Software
- Special Physical, Visual, Speech, and Hearing Aid Software

Microcomputers

- Operating System Software
- Application Software
- Electronic Commerce (EC) Software
- Utility Software
- Communications Software
- Core Financial Management Software
- Ancillary Financial Systems Software
- Special Physical, Visual, Speech, and Hearing Aid Software

1. NOTE: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

SPECIAL ITEM NUMBER 132-34 - MAINTENANCE OF SOFTWARE AS A SERVICE

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially.

Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

Storsoft Technology Corp

1910 31st Avenue

Gulfport, MS 39501

(P) 954-436-9292

www.storsoftcorp.com

Contract Number: **GS-35F-278BA**

Contract Period: **April 1, 2014 – March 31, 2019**

General Services Administration
Federal Acquisition Service

Pricelist current through Modification #1 dated July 20, 2016.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsadvantage.go>).

CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

SIN	Description
132-8	Purchase of New Equipment
132-12	Equipment Maintenance
132-33	Perpetual Software Licenses
132-34	Maintenance of Software as a Service
132-51	Information Technology Services

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: Not Applicable.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 6.

2. Maximum Order: \$500,000 per SIN

3. Minimum Order: \$100 per SIN

4. Geographic Coverage: Domestic, 50 states, Washington, DC, Puerto Rico, US Territories

5. Point of Production: United States, Taiwan, Mexico, South Korea, Japan, Iceland, Singapore, Slovenia, Denmark, Israel, Hungary, France, Great Britain, Hong Kong

6. Prices Shown Herein are Net (discount deducted)

7. Quantity Discount: .5% for orders \$50K+/1% for orders \$100K+/1.5% for orders \$200K+

8. Prompt Payment Terms: Net 30

9. Government Purchase Cards are not accepted above the micro-purchase threshold.

10. Foreign Items: None

11. Time of Delivery: 30 days ARO

11b. Expedited Delivery: Items are available. Consult with Contractor

11c. Overnight/2-Day Delivery: Items are available. Consult with Contractor

11d. Urgent Requirements: Consult with Contractor

12. FOB Point: Destination

- 13. Ordering Address:** Storsoft Technology Corp
Attn: GSA Orders
1910 31st Avenue
Gulfport, MS 39501
- 14. Payment Address:** Storsoft Technology Corp
Attn: Accounts Receivable
PO Box 297666
Pembroke Pines, FL 33029
- 15. Warranty Provisions:** Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty
- 16. Export Packing charges:** As negotiated per standard commercial policies
- 17. Terms and conditions of Government Purchase Card Acceptance:** (any thresholds above the micropurchase level may be inserted by contractor)
- 18. Terms and conditions of rental, maintenance, and repair:** Not applicable
- 19. Terms and conditions of installation:** Not applicable
- 20b. Terms and conditions of repair parts:** Not applicable
- 20b. Terms and conditions for any other services:** Not applicable
- 20. List of service and distribution points:** Not applicable
- 21. List of participating dealers:** Not applicable
- 22. Preventive maintenance:** Not applicable
- 24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** Not applicable
- 24b. Section 508 Compliance for Electronic and Information Technology (EIT):** N/A
- 25. DUNS Number:** 111414566
- 26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Active Registration in the SAM database.

GSA HOURLY RATES

Effective Date: January 1, 2016

No.	Labor Category	Hourly Rate
1	Program Manager	\$159.65
2	Technical Project Manager	\$108.27
3	Administrative Project Manager	\$111.24
4	Task Leader	\$88.58
5	Project Control Analyst	\$75.19
6	Senior PhD Computer Scientist/Systems Analyst	\$122.57
7	Int I IT Analyst	\$67.98
8	Int II IT Analyst	\$80.34
9	Senior I IT Analyst	\$86.74
10	Senior Cert IT Analyst	\$88.58
11	Senior II IT Analyst	\$88.58
12	Senior PhD IT Analyst	\$110.21
13	Assoc System Security/Information Assurance Analyst	\$65.92
14	Int I System Security/Information Assurance Analyst	\$75.19
15	Int II System Security/Information Assurance Analyst	\$80.34
16	Senior I System Security/Information Assurance Analyst	\$109.18
17	Senior Cert System Security/Information Assurance Analyst	\$109.18
18	Senior II Cert System Security/Information Assurance Analyst	\$121.54
19	Senior PhD System Security/Information Assurance Analyst	\$142.14
20	Assoc Technical Writer	\$65.92
21	Int I Technical Writer	\$75.19
22	Int II Technical Writer	\$80.34
23	Senior I Technical Writer	\$98.24
24	Senior Cert Technical Writer	\$90.64
25	Senior II Technical Writer	\$94.76
26	Senior PhD Technical Writer	\$110.21
27	Assoc Writer/Editor	\$65.92
28	Int I Writer/Editor	\$74.16
29	Int II Writer/Editor	\$79.31
30	Senior I Writer/Editor	\$88.58
31	Senior Cert Writer/Editor	\$90.64
32	Senior II Writer/Editor	\$95.79
33	Senior PhD Writer/Editor	\$108.15
34	Assoc Acquisition/Procurement/Contract/Analyst	\$65.92
35	Int I Acquisition/Procurement/Contract/Analyst	\$76.22
36	Int II Acquisition/Procurement/Contract/Analyst	\$80.34
37	Senior I Acquisition/Procurement/Contract/Analyst	\$88.58
38	Senior Cert Acquisition/Procurement/Contract/Analyst	\$90.64
39	Senior II Acquisition/Procurement/Contract/Analyst	\$94.76
40	Senior PhD Acquisition/Procurement/Contract/Analyst	\$111.24
41	Assoc Business/Financial/Management/Analyst	\$65.92

42	Int I Business/Financial/Management/Analyst	\$76.22
43	Int II Business/Financial/Management/Analyst	\$79.31
44	Senior I Business/Financial/Management/Analyst	\$88.58
45	Senior Cert Business/Financial/Management/Analyst	\$90.64
46	Senior II Business/Financial/Management/Analyst	\$94.76
47	Senior PhD Business/Financial/Management/Analyst	\$153.47
48	Assoc Trainer/Training Material Specialist	\$83.43
49	Int I Trainer/Training Material Specialist	\$90.64
50	Int II Trainer/Training Material Specialist	\$96.82
51	Senior I Trainer/Training Material Specialist	\$105.06
52	Senior Cert Trainer/Training Material Specialist	\$107.12
53	Senior II Trainer/Training Material Specialist	\$111.24
54	Senior PhD Trainer/Training Material Specialist	\$220.42
55	Technical Support I	\$71.30
56	Technical Support II	\$79.83
57	Technical Support III	\$88.58
58	Technical Support IV	\$108.15
59	Administrative Support I	\$44.18
60	Administrative Support II	\$48.41
61	Administrative Support III	\$55.62
62	Administrative Support IV	\$61.80
63	Project Manager	\$108.15
64	Installation Technician - Intermediate Level	\$73.13
65	Installation Technician - Senior Level	\$93.73
66	Programmer -Intermediate Level**	\$133.90
67	Design Engineer	\$118.45

Job Title: Management

Management covers program and project management functions. The Program Manager is the most senior of the series and has responsibility for more than one project or has responsibility for a very large project. The Technical Project Manager provides project management functions including technical leadership, quality assurance and decision oriented recommendations. The Administrative Project Manager covers contracts and situations that require no technical leadership and provides status, progress reporting while providing an administrative connection between onsite contractor staff and a contractor's home office. The Task Leader tracks task parameters including task status, requirements, and deadlines. Communicates often with project and program managers and coordinates information exchange between all levels of personnel.

Minimum Education:

Program Manager (required degree + 15 relevant years)

Technical Project Manager (required degree + 10 relevant years)

Administrative Project Manager (required degree + 10 relevant years)

Task Leader (required degree + 6 relevant years)

Project Control Analyst (required degree + 2 relevant years)

Functional Responsibilities:

1. In the project management categories, the educational requirement is identical to the nonsupport series in the functional area.
2. The Project Control Analyst experience must be relevant to project control. The experience must be similar or identical to the following: project schedule, project plan, critical path and dependency analysis, resource allocation, baseline management, status monitoring, and related project management activities.
3. For the Program Manager, and Technical Project Manager categories, Project Management Professional (PMP) or equivalent project or program management certification is required.
4. For the Task Leader two of the six years must have been in a lead role.

Scientist/Engineer/Systems Analyst

Minimum/General Experience: Engineering, math, and/or computer science degrees are required.

Functional Responsibilities:

1. This series covers engineers, professional licensed engineers, scientists, and NAS systems analysts.
2. The series is intended to provide services in support of NAS systems rather than business oriented IT systems.
3. The series is also intended to provide engineering service in support of Air Transportation Support activities for operational locations including facility maintenance, modification and remediation as well as various levels of equipment repair. R&D support service resources may be specified from this labor category series.
4. Logistic support elements that require engineering would normally be staffed within this labor categories series.

Minimum Education:

Senior Ph.D. (required degree + 10 relevant years)

Senior II (required degree + 15 relevant years)

Senior Certification (required degree + certification + 10 relevant years)

Senior (required degree + 8 relevant years)

Intermediate II (required degree + 5 relevant years)

Intermediate I (required degree + 3 relevant years)

Associate (required degree + 1 relevant year)

Computer Scientist/Systems Analyst

Minimum/General Experience: Engineering, math, and/or computer science degrees are required. For Human Factors Analysts: Psychology and related Human Factor specialized degrees are acceptable.

Functional Responsibilities:

1. This series provides computer engineering and computer systems analysis under ES computer science and software engineering under CSD and CSS. The major difference between the domains is typically the real time, safety critical, safety of flight orientation of the ES domain and the administrative systems domain of CSD and CSS. These domains are related within the FAA and do overlap.
2. A computer scientist working in ES domains primarily focus on physical multiple sensor and communications systems, real time and safety of flight while the software engineer working in CSS would focus on database related workflow or administrative system.

Minimum Education:

Senior Ph.D. (required degree + 10 relevant years)

Senior II (required degree + 15 relevant years)

Senior Certification (required degree + certification + 10 relevant years)

Senior (required degree + 8 relevant years)

Intermediate II (required degree + 5 relevant years)

Intermediate I (required degree + 3 relevant years)

Associate (required degree + 1 relevant year)

Information Technology Analyst

Minimum/General Experience: Information systems, business systems, management information systems, IT Management, other IT degrees are required. Engineering, math, and computer science degrees are acceptable substitute degrees. For Human Factors Analysts: Psychology and related Human Factor specialized degrees are acceptable.

Functional Responsibilities:

1. This series provides information technology services in facilities planning, operations and support.
2. Storage systems analysis, design/test, and administration.
3. Server system analysis, design/test and administration
4. Database analysis, design/test, administration.
5. Website analysis, design/test, and administration.
6. Web application analysis, design/test and administration.
7. LAN analysis, design/test and administration.
8. User support planning, operations and administration.
9. Related IT systems functions.

Minimum Education:

Senior Ph.D. (required degree + 10 relevant years)

Senior II (required degree + 15 relevant years)

Senior Certification (required degree + certification + 10 relevant years)

Senior (required degree + 8 relevant years)

Intermediate II (required degree + 5 relevant years)

Intermediate (required degree + 3 relevant years)

Associate (required degree + 1 relevant year)

System Security/Information Assurance Analyst

Minimum/General Experience: Educational requirement is identical to the primary non-support series in the functional area.

In the System Security/Information Assurance Analyst labor categories for the Senior and Senior with Certification Levels, any combination of degree, certification and relevant experience will be considered if the relevant experience requirement is satisfied.

Functional Responsibilities:

1. The security series provides NAS systems security engineering under ES and IT systems security in compliance with the NIST standards under CSD and CSS.
2. Covers all security related specialty engineering functions under engineering services and all information assurance functions under computer systems development and computer systems support.

Minimum Education:

Senior Ph.D. (required degree + 10 relevant years)
Senior II (required degree + 15 relevant years)
Senior Certification (required degree + certification + 10 relevant years)
Senior (required degree + 8 relevant years)
Intermediate II (required degree + 5 relevant years)
Intermediate I (required degree + 3 relevant years)
Associate (required degree + 1 relevant year)

Technical Writer

Minimum/General Experience: The educational requirement is identical to the primary non-support series in the functional area.

Functional Responsibilities:

1. This series provides support to read and analyze highly technical materials and to create presentations of that information. This may be specifications, drawings, user manuals, presentations, reports, or training documents.
2. Primarily intended for use on NAS systems under ES, on IT systems under CSD and in the Documentation and Training FA.

Minimum Education:

Senior Ph.D. (required degree + 10 relevant years)
Senior II (required degree + 15 relevant years)
Senior Certification (required degree + certification + 10 relevant years)
Senior (required degree + 8 relevant years)
Intermediate II (required degree + 5 relevant years)
Intermediate I (required degree + 3 relevant years)
Associate (required degree + 1 relevant year)

Writer/Editor

Minimum/General Experience: Education, English, journalism, history, political science or equivalent degrees are required. In the Writer/Editor categories for the Senior and Senior with Certification Levels, any combination of degree, certification and relevant experience will be considered if the relevant experience requirement is satisfied.

Functional Responsibilities:

1. This series is to provide non-technical writing support.
2. The writer may prepare documents as part of Business operations, or as part of D&T.
3. The editor is focused on the same areas as the writer and can be applied in each area.
4. This category includes the creation of content for web pages.

Minimum Education:

Senior Ph.D. (required degree + 10 relevant years)
Senior II (required degree + 15 relevant years)
Senior Certification (required degree + certification + 10 relevant years)

Senior (required degree + 8 relevant years)
Intermediate II (required degree + 5 relevant years)
Intermediate I (required degree + 3 relevant years)
Associate (required degree + 1 relevant year)

Acquisition/Procurement/Contract/Analyst

Minimum/General Experience: A 4-year course of study leading to a bachelor's degree with a major in any field that included or was supplemented by; at least 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management is required.

Functional Responsibilities:

1. This series provides expertise ranging from senior level certified acquisition experts advising the implementation and management of major acquisitions, to more administrative processing of routine contractual actions.
2. This series is unique in that it primarily resides in BAM, but requires insight and knowledge of all other functional areas.

Minimum Education:

Senior Ph.D. (required degree + 10 relevant years)
Senior II (required degree + 15 relevant years)
Senior Certification (required degree + certification + 10 relevant years)
Senior (required degree + 8 relevant years)
Intermediate II (required degree + 5 relevant years)
Intermediate I (required degree + 3 relevant years)
Associate (required degree + 1 relevant year)

Business/Financial/Management/Analyst

Minimum/General Experience: A 4-year course of study leading to a bachelor's degree with a major in any field that included or was supplemented by; at least 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management is required.

Functional Responsibilities:

1. The business/financial/management/analyst series is focused on the coordination, accounting, planning and administration functions.
2. The management analyst provides business management functions such as budgeting, financial analysis and planning and control of funding and allocation of funding.
3. These functions include business process analysis to describe and create defined business and operations controls and processes.

Minimum Education:

Senior Ph.D. (required degree + 10 relevant years)
Senior II (required degree + 15 relevant years)
Senior Certification (required degree + certification + 10 relevant years)
Senior (required degree + 8 relevant years)
Intermediate II (required degree + 5 relevant years)
Intermediate I (required degree + 3 relevant years)
Associate (required degree + 1 relevant year)

Training/Training Material Specialist

Minimum/General Experience: Training Material Specialist labor categories, education, English, journalism, history, or political science degrees are required. In the Trainer/Training Material Specialist labor categories for the Senior and Senior with Certification Levels, any combination of degree, certification and relevant experience will be considered if the relevant experience requirement is satisfied.

Functional Responsibilities:

1. The training and documentation series appear as primary only in D&T.
2. These are specialist in creating and delivering training documentation.
3. These are specialist in education, in teaching, and in creating structured lesson plans and formal training programs.
4. These are not the technical experts who generate the more technical portion of the documents. They are covered in ES and CSD.

Minimum Education:**Senior Ph.D. (required degree + 10 relevant years)****Senior II (required degree + 15 relevant years)****Senior Certification (required degree + certification + 10 relevant years)****Senior (required degree + 8 relevant years)****Intermediate II (required degree + 5 relevant years)****Intermediate I (required degree + 3 relevant years)****Associate (required degree + 1 relevant year)****Technical Support**

Minimum/General Experience: For ES, technical support means technicians to support the engineering efforts. These may be test technicians, installation technicians, support technicians, etc. In CSD, technical support is help desk, computer installation, copier support, telephone support, etc. In equipment maintenance, the technical support is an equipment repair technician and includes depot through field repairs.

Functional Responsibilities: Technical support varies widely. In ATS, technical support includes everything from modification of facilities, to testing sites, remediation of sites, and similar technician activity. In BAM, technical support includes graphical artist specialists. In CSD, technical support includes graphical design.

Minimum Education:**Level IV (HS + 10 relevant years)****Level III (HS + 6 relevant years)****Level II (HS + 3 relevant years)****Level I (HS + 0 relevant year)****Administrative Support****Minimum/General Experience:**

This series is office oriented, clerical, coordinating, in an administrative role.

Functional Responsibilities: telephone answering, desk staffing, copying, data entry, regular cyclical report generation, distribution, pre-defined task execution. BAM is the only one functional area that supplies administrative support.

Minimum Education:**Level IV (HS + 10 relevant years)****Level III (HS + 6 relevant years)****Level II (HS + 3 relevant years)****Level I (HS + 0 relevant year)****Project Manager****Minimum General Experience: 4 years**

Functional Responsibility: Responsible for the coordination and completion of projects within the information technology department. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Builds and maintains working

relationships with team members, vendors, and other departments involved in the projects. Prepares reports for upper management regarding status of project. May require a bachelor's degree and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor's Degree

Installation Technician II (Intermediate)

Minimum General Experience: 4 years

Functional Responsibility: Installs, maintains, tests, troubleshoots, and repairs switches, cables, and other telecommunications equipment in the field to ensure optimum network usage and quality.

Minimum Education: Bachelor's Degree

Installation Technician III (Senior)

Minimum General Experience: 6 years

Functional Responsibility: Installs, maintains, tests, troubleshoots, and repairs switches, cables, and other telecommunications equipment in the field to ensure optimum network usage and quality.

Minimum Education: Bachelor's Degree

Programmer II (Intermediate)

Minimum General Experience: 6 years

Functional Responsibility: Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents.

Minimal Education: Bachelor's Degree

Design Engineer

Minimum General Experience: 5 years

Functional Responsibility: Designs new products and makes improvements to existing products. May evaluate products, parts, or processes for cost efficiency and reliability and ensure project completion. Works with other members of the engineering staff to ensure that production is completed in a timely manner. Requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.

Minimum Education: Bachelor's Degree

Allowable Substitutions:

1. A Master's degree in an appropriate discipline will be considered equivalent to two (2) years of relevant experience. A doctoral or Ph.D. degree in an appropriate discipline will be considered equivalent to four (4) years of relevant experience.
2. Eight (8) years for non IT Analyst Series, and six (6) years for the IT Analyst Series, of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to a Bachelor's degree.

3. Four (4) years for non IT Analyst Series, and three (3) years for the IT Analyst Series, of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to an Associate's degree.

4. Six (6) years for non IT Analyst Series, and five (5) years for the IT Analyst Series, of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to a Bachelor's degree, when combined with relevant, non-introductory and non-survey training totaling 60 Continuing Education Credits (CEU). Ten learning program activity hours is equivalent to 1 CEU. The CEU must be accredited by IACET or equivalent.

5. Three (3) years for non IT Analyst Series, and two (2) year for the IT Analyst Series, of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to a Associate's degree, when combined with relevant, non-introductory and non-survey training totaling 40 Continuing Education Credits (CEU). Ten program activity hours is equivalent to 1 CEU.

6. Five (5) years for non IT Analyst Series, and four (4) years for the IT Analyst Series, of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to a Bachelor's degree, when combined with a relevant certification equivalent to Project Management Professional(PMP), Information Technology Infrastructure Library (ITIL) Expert, Information Technology Infrastructure Library (ITIL) Master, Certified Information Systems Security professional (CISSP), Cisco Certified Architect (CCA), Cisco Certified Internetwork Expert (CCIE), Cisco Certified Network Professional (CCNP), Microsoft Certified Architect(MCA), Microsoft Certified Master(MCM), Microsoft Certified IT Professional (MCITP), Microsoft Certified Professional Developer (MCPD), MCSD, Certified Professional Contract Manager (CPCM), or Certified Professional Logistician (CPL).

7. Two (2) years for non IT Analyst Series, and one (1) year for the IT Analyst Series, of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to an Associate's degree, when combined with a relevant certification equivalent to Project Management Professional(PMP), Information Technology Infrastructure Library (ITIL) Expert, Information Technology Infrastructure Library (ITIL) Master, Certified Information Systems Security professional (CISSP), Cisco Certified Architect (CCA), Cisco Certified Internetwork Expert (CCIE), Cisco Certified Network Professional (CCNP), Microsoft Certified Architect(MCA), Microsoft Certified Master(MCM), Microsoft Certified IT Professional (MCITP), Microsoft Certified Professional Developer (MCPD), MCSD, Certified Professional Contract Manager (CPCM), or Certified Professional Logistician (CPL).

8. In the support labor categories, an appropriate Bachelors' degree will be considered equivalent to two (2) years of general experience. In the support labor categories, an appropriate Associate's degree will be considered equivalent to one (1) year of general experience.

9. An accredited bachelor's or Master's degree not listed or not considered equivalent will be counted as one (1) year of relevant experience; an accredited Ph.D. degree not listed or not considered equivalent will be counted as (2) two years of relevant experience.

10. Relevant experience is experience directly reflecting the work, task or project being evaluated. The nature of the activities, analyses and work products must be very similar or identical to those of the intended project. For Senior labor categories the relevant experience must be progressively complex.

11. General experience is any experience.

12. There is no education substitution for Ph.D. categories.

13. Certification is official recognition of professional level expertise. Certification is official recognition by a trade association, industry organization, an industry or trade governance organization, an educational institution, a government agency or department, or a large

corporation with a market dominant product. Certification denotes an advanced level of specific expertise commensurate with advanced educational degrees. Certification may result from work experience, education, training or a combination of these.

14. Relevant training is training that directly adds knowledge and skills that support the activities, analyses and work products of the intended project.