

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)
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1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is

performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress

payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science



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GSA Offer Price Labor Category Matrix

GSA Discount Terms:

Basic Discount:

132-51 is 1.5% Basic Discount.

Quantity/Volume Discount: 1% on orders of \$100,000, 1.5% on orders of \$150,000, 2.0% on orders of \$300,000.

	Commercial Labor Category	Experience	Functional Responsibilities	Educational Requirements	GSA Schedule Rate without IFF	GSA Schedule Rate with IFF
1	Project Manager, Senior	Typically about fifteen years of experience, which includes about ten years of management experience.	Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.	Typically a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Master's or Ph. D. degrees can be substituted for 3 and 5 years experience respectively.	155.00	156.17
2	Project Engineer	Typically about fifteen years of experience, which includes about ten years of management and technical lead experience in IT domain.	Manages long-term IT engineering projects. Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address problems.	Typically a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Master's or Ph. D. degrees can be substituted for 3 and 5 years experience respectively.	\$123.00	\$123.93
3	Subject Matter Expert, Associate	Requires 10 years of experience that is directly related to the subject.	Provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that necessitate high-level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, modeling, simulation, testing, integration, documentation and presentation phases.	Typically a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Master's or Ph. D. degrees can be substituted for 3 and 5 years experience respectively.	\$186.00	\$187.41
4	IT Subject Matter	Requires 10 years of experience that is directly	Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational	Typically a Bachelor's degree in Computer Science, Information	\$138.00	\$139.04

	Specialist	related to the subject.	environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require master to doctorate level knowledge of the subject matter for effective implementation.	Systems, Engineering, Business, or other related discipline. Master's or Ph. D. degrees can be substituted for 3 and 5 years experience respectively.		
5	Network Engineer, Senior	Approximately 8 years experience managing or performing network engineering and design activities. Hands-on skills and working knowledge of the various protocols, interoperability between wide area and local area networking, and bridge/routing/network switch.	Under general direction, manages the purchase, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications. Typically requires at least five years of experience.	Typically a Master's degree in Computer Science, Information Systems, Engineering, Business, or other related technical discipline and ten years experience or Bachelor's degree and additional work experience.	\$120.00	\$120.91
6	Network Engineer, Intermediate	Approximately 5 years experience managing or performing network engineering and design activities. Hands-on skills and working knowledge of the various protocols, interoperability between wide area and local area networking, and bridge/routing/network switch.	Under general supervision, oversees the purchase, installation, and support of network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Responsible for evaluating current systems. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications. Typically requires two to five years of experience.	Education/Experience: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related technical discipline, or lesser education and additional work experience. Master's degree can be substituted for 3 years of experience.	\$90.00	\$90.68
7	Information Services Consultant	Requires 12 years of experience that is directly related to the subject.	Top-level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications. Under general supervision, audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.	Typically a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Master's or Ph. D. degrees can be substituted for 3 and 5 years experience respectively.	\$158.00	\$159.19
8	ERP Business Analyst, Intermediate	A minimum of six years experience, of which at least three years must be in	Under general supervision, serves as subject matter expert associated with content, processes, and procedures associated with enterprise applications. Applies functional knowledge to design and customize workflow systems that provide seamless integration for client/server applications. Writes	Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business	\$147.00	\$148.11

		analysis and design of business applications on complex systems.	functional requirements, develops test plans, and works with production issues.	or other related discipline. With a Master's degree (in the fields described above), four years general experience of which at least two years must be specialized. With ten years of experience of which at least seven years must be specialized, a degree is not required.		
9	Data Architect	Requires 10 years of experience that is directly related to the subject.	Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.	Typically a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Master's or Ph. D. degrees can be substituted for 3 and 5 years experience respectively.	\$127.00	\$127.95
10	Information Assurance Development Engineer	Requires 12 years of experience that is directly related to the subject.	Analyzes and defines security requirement for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution.	Typically a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Master's or Ph. D. degrees can be substituted for 3 and 5 years experience respectively.	\$149.00	\$150.13
11	Information Assurance Engineer	Requires 8 years of experience that is directly related to the subject.	Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.	Typically a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Master's or Ph. D. degrees can be substituted for 3 and 5 years experience respectively. Additional experience in the directly related field can be substituted for a Bachelor's degree.	\$115.00	\$115.87
12	Systems Engineer	Requires 10 years of experience that is directly related to the subject.	Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products.	Typically a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Master's or Ph. D. degrees can be substituted for 3 and 5 years experience respectively.	\$117.50	\$118.39
13	Quality Assurance	Requires 8 years of experience that is directly	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	Typically a Bachelor's degree in Computer Science, Information	\$112.00	\$112.85

	Engineer, Senior	related to the subject.	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. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.	Systems, Engineering, Business, or other related discipline. Master's or Ph. D. degrees can be substituted for 3 and 5 years experience respectively. Additional experience in the directly related field can be substituted for a Bachelor's degree.		
14	Quality Assurance Engineer, Intermediate	Requires 6 years of experience that is directly related to the subject.	Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end- user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.	Typically a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Master's can be substituted for 3 years experience. Additional experience in the directly related field can be substituted for a Bachelor's degree.	\$92.00	\$92.70
15	Software Developer, Senior	Approximately ten years experience managing or performing software-engineering activities.	Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff. Requires five years experience in the field.	Education/Experience: Typically a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline and about ten years experience. With a Master's degree (in the fields described above), eight years experience of	\$116.00	\$116.88
16	Software Developer, Intermediate	Typically five years experience including three years specialized. Specialized experience includes experience as an applications programmer on large-scale systems, knowledge of computer equipment and the ability to develop complex software to satisfy design objectives.	Under general supervision, develops codes, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals. Requires two years experience in the field.	Education/Experience: Typically a Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related discipline with five years of experience. With a Master's degree (in the fields described above), four years experience of which at least two years must be specialized. With nine years of experience including seven years specialized experience, a degree is not required.	\$87.00	\$87.66
17	Business Analyst	A minimum of 1 years experience.	Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Gathers business requirements.	Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related discipline. With a Master's degree (in the fields described above), no experience is required. With 4 years of experience a degree is not required.	\$40.00	\$40.30
18	Systems Analyst	A minimum of 2 years experience.	Analyzes, develops, and/or reviews computer software comprising a wide range of capabilities, including numerous engineering, business, and records management functions.	Education: A Bachelor's degree in Computer Science, Information	\$59.50	\$59.95

				Systems, Engineering, Business or other related discipline. With a Master's degree (in the fields described above), no experience is required. With 5 years of experience a degree is not required.		
19	Database Analyst/ Programmer, Senior	Approximately ten years experience, of which at least eight years should be specialized. Specialized experience includes demonstrated experience with DBMS design and system analysis, current operating systems software internals and data manipulation languages. General experience includes increasing responsibilities in the development and maintenance of database systems.	Under general direction, designs, implements and maintains complex database with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work at the highest level of all phases of database management. Requires three years experience in the field.	Typically a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline with about ten years experience. With a Master's degree (in the fields described above), about eight years experience, of which six years should be specialized experience. With thirteen years of experience including about ten years of specialized experience, a degree is not required.	\$116.00	\$116.88
20	Network Designer	About seven years experience of which five years should be specialized. Specialized experience includes protocol analysis, knowledge of Open System Interconnection (OSI) protocols. General experience includes all aspects of communication networks planning, installation, and support.	Under general direction, assists in the planning, design, and implementation of communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs. Conducts feasibility studies for large projects, develops requests for proposal, evaluates vendor products, and makes recommendations on selection. May function as lead position providing guidance and training to less-experienced analysts. Typically requires at least five years of experience in telecommunications with strong emphasis in network design, traffic engineering, equipment vendors, and carriers. Frequently reports to a Data/Voice Communications Manager or Internal Communications Systems Consultant.	Education/Experience: Typically a Bachelor's degree in Computer Science, Information Systems, or Engineering. Business or other related discipline. With a Master's degree (in the fields described above), about five years experience of which three years should be specialized. With ten years experience including eight years of specialized experience, a degree is not required.	\$116.00	\$116.88
21	System Administrator, Intermediate	About seven years experience of which five years should be specialized. Specialized experience includes experience with various OS platforms, virtualization and OSI stack.	Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.	Education/Experience: Typically a Bachelor's degree in Computer Science, Information Systems, or Engineering. Business or other related discipline. With a Master's degree (in the fields described above), about five years experience of which three years should be specialized. With ten years experience including eight years of specialized experience, a degree is not required.	\$109.00	\$109.82