

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

Special Item No. 132-51 Information Technology Professional Services

Indigenous Technologies, LLC. Offers a competitively price, quality Information Technology (IT) Professional Services (SIN 132-51) in the areas defined by the FPDS Codes listed below.

**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 (All other information services belong under Schedule 76)  
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. service includes the requirement to know the claimed identity of the user. Agencies will rely on the output in granting account access to the user. (FPDS D399).

Indigenous Technologies, LLC  
519 W Chickasha Ave, Ste A  
Chickasha, OK 73018  
(405) 526-1030  
[www.indigenouit.com](http://www.indigenouit.com)

Contract Number: GS-35F-539AA  
Period Covered by Contract: September 9, 2013 to September 8, 2018

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification #1, dated 5/25/2016.

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

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## INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

### **SPECIAL NOTICE TO AGENCIES: Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ online shopping service ([www.gsaadvantage.gov](http://www.gsaadvantage.gov)). The catalogs/pricelists, GSA Advantage IT™ and the Federal Acquisition Service Home Page ([www.gsa.gov/fas](http://www.gsa.gov/fas)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

### **1. GEOGRAPHIC SCOPE OF CONTRACT:**

*Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

*Overseas delivery* is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.  
 The Geographic Scope of Contract will be overseas delivery only.  
 The Geographic Scope of Contract will be domestic delivery only.
- 

### **2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

Contractor's Ordering Address: Indigenous Technologies, LLC Payment Information: Mail or Fax to Indigenous Technologies, LLC at:

Indigenous Technologies, LLC  
Accounts Receivable (GSA Sales)  
519 W Chickasha Ave, Ste A  
Chickasha, Oklahoma 73018  
(405) 526-1039 (Fax)

EFT:

Bank 7  
1039 N.W. 63<sup>rd</sup> Street  
Oklahoma City, OK 73116  
ABA:  
Account:

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

(918) 499-6090 – Jay Graham (Program Management)

(405) 526-1030 – Laura Ponder (Contracts)

(405) 526-1039 – fax

### 3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

### 4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule Contract

Block 16: Data Universal Numbering System (DUNS) Number: 969974919

Block 30: Type of Contractor: A. Small Disadvantaged Business

Block 31: Woman-Owned Small Business - NO

Block 37: Contractor's Taxpayer Identification Number (TIN): 36-4710764

Block 40: Veteran Owned Small Business (VOSB): NO

4a. CAGE Code: 6KPR2

4b. Contractor has registered with the Central Contractor Registration Database.

### 5. FOB DESTINATION

### 6. DELIVERY SCHEDULE

a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER

DELIVERY TIME (Days ARO)

132-51

To be negotiated with the ordering agency at time of order

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b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. **DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.
- a. Dollar Volume — Minimum order \$100 Maximum Order Threshold \$500,000
  - b. Other Special Discounts (i.e. Government Education Discounts, etc.) — None

8. **TRADE AGREEMENTS ACT OF 1979, as amended:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. **STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:** Not Applicable to IT Professional Services (SIN 132-51)

10. **Small Requirements:** The minimum dollar of orders to be issued is \$100.

11. **MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

- a. The Maximum Order for the following Special Item Numbers (SINs) is \$500,000:  
Special Item Number 132-51 - Information Technology Professional Services

12. **ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. **FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS**

**REQUIREMENTS:** ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 **FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):**

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

**13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

**14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)**

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated

funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

**15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:** Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (1) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

#### **16. GSA ADVANTAGE!**

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsaadvantage.gov>

#### **17. PURCHASE OF OPEN MARKET ITEMS**

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

#### **18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS**

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a

product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(<sup>3</sup>) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

#### 19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

NONE

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

#### 20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

#### 21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

#### 22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

23. SECTION 508 COMPLIANCE.

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes X

No \_\_\_\_\_

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): \_\_\_\_\_

***\*\*NOTE: Contractor should insert the contractor's website or other location where full details can be found. \*\****

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

**25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)**

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

**26. SOFTWARE INTEROPERABILITY.**

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>.

**27. ADVANCE PAYMENTS**

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

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

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT 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 Services.

## 9. INDEPENDENT CONTRACTOR

All IT 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 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/IAM 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 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 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

USA COMMITMENT TO PROMOTE  
SMALL BUSINESS PARTICIPATION  
PROCUREMENT PROGRAMS

PREAMBLE

Indigenous Technologies, LLC provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protege programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact Mr. Jay Graham, (918) 499-6090 (phone), (405) 526-1030 (fax), [918jgraham@indigenoussit.com](mailto:918jgraham@indigenoussit.com).



BPA NUMBER \_\_\_\_\_

**(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATE
_____	_____
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be

(4) This BPA does not obligate any funds.

(5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);

- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

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**BASIC GUIDELINES FOR USING  
"CONTRACTOR TEAM ARRANGEMENTS"**

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to an ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract. Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.

**DESCRIPTIONS OF IT PROFESSIONAL SERVICES (SIN 132-51) BY SERVICE AREAS  
AND LABOR CATEGORIES**

**SERVICE AREA: A - MANAGEMENT SUPPORT SERVICES**

**LABOR CATEGORY DESCRIPTIONS:**

**SERVICE CODE:** A01

**COMMERCIAL JOB TITLE:** Program Manager I

**MINIMUM/GENERAL EXPERIENCE:** Ten years direct experience in the last 15 years.

**FUNCTIONAL RESPONSIBILITY:** Accountable for all aspects of program performance. Directs the performance of a variety of related projects, which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Typically reports to a senior manager or corporate officer.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least 18 years of general experience of which 15 years is directly related experience, a degree is not required.

**SERVICE CODE:** A02

**COMMERCIAL JOB TITLE:** Program Manager II

**MINIMUM/GENERAL EXPERIENCE:** Fifteen years direct experience in the last 20 years.

**FUNCTIONAL RESPONSIBILITY:** Accountable for all aspects of program performance. Directs the performance of a variety of related projects, which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Typically reports to a senior manager or corporate officer.

**MINIMUM EDUCATION:** Advanced degree in a relevant discipline. With at least 25 years of general experience of which 20 years is directly related experience, an advanced degree is not required.

**SERVICE CODE:** A03

**COMMERCIAL JOB TITLE:** Program Manager III

**MINIMUM/GENERAL EXPERIENCE:** Fifteen years direct experience in the last 20 years.

**FUNCTIONAL RESPONSIBILITY:** Accountable for all aspects of program performance. Directs the performance of a variety of related projects, which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Typically reports to a senior manager or corporate officer.

**MINIMUM EDUCATION:** Advanced degree in a relevant discipline. With at least 27 years of general experience of which 25 years is directly related experience, an advanced degree is not required.

**SERVICE CODE:** A04

**COMMERCIAL JOB TITLE:** Project/Task Order Manager I

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Accountable for all aspects of project or task order performance. Provides overall direction to all project level activity and personnel interfaces with client personnel. Ensures schedules are met. Monitors performance indicators such as cost, timing and manpower loading. Keeps management informed of project status and deviations. Demonstrates strong oral and written communication skills. Typically reports to the Program Manager or other senior management.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** A05

**COMMERCIAL JOB TITLE:** Project/Task Order Manager II

**MINIMUM/GENERAL EXPERIENCE:** Eight years direct experience in the last ten years.

**FUNCTIONAL RESPONSIBILITY:** Accountable for all aspects of project or task order performance. Provides overall direction to all project level activity and personnel interfaces with client personnel. Ensures schedules are met. Monitors performance indicators such as cost, timing and manpower loading. Keeps management informed of project status and deviations. Demonstrates strong oral and written communication skills. Typically reports to the Program Manager or other senior management.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least 15 years of general experience of which 12 years is directly related experience, a degree is not required.

**SERVICE CODE:** A06

**COMMERCIAL JOB TITLE:** Project/Task Order Manager III

**MINIMUM/GENERAL EXPERIENCE:** Ten years direct experience in the last 15 years.

**FUNCTIONAL RESPONSIBILITY:** Accountable for all aspects of project or task order performance. Provides overall direction to all project level activity and personnel interfaces with client personnel. Ensures schedules are met. Monitors performance indicators such as cost, timing and manpower loading. Keeps management informed of project status and deviations. Demonstrates strong oral and written communication skills. Typically reports to the Program Manager or other senior management.

**MINIMUM EDUCATION:** Advanced Degree in a relevant discipline. With at least 20 years of general experience of which 15 years is directly related experience, a degree is not required.

**SERVICE CODE:** A07

**COMMERCIAL JOB TITLES:** Financial Analyst I

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Formulates and plans computer-based financial systems and funding systems. Reviews financial reports, formulates budgets, develops budgetary labor rates. Provides guidance to others concerning the interpretation of financial data. Provides financial and cost analysis with proven expertise in the management and control of funds and resources. Provides technical and financial justifications (obtained by collecting information relevant to the decision and displaying that information in standard formats) in support of information technology projects. Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives. The FEA states investment costs, benefits, and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functional, security, and other integration issues are addressed.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** A08

**COMMERCIAL JOB TITLE:** Financial Analyst II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last 8 years.

**FUNCTIONAL RESPONSIBILITY:** Formulates and plans computer-based financial systems and funding systems. Reviews financial reports, formulates budgets, develops budgetary labor rates. Provides guidance to others concerning the interpretation of financial data. Provides financial and cost analysis with proven expertise in the management and control of funds and resources. Provides technical and financial justifications (obtained by collecting information relevant to the decision and displaying that information in standard formats) in support of information technology projects. Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives. The FEA states investment costs, benefits, and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functional, security, and other integration issues are addressed. May direct more junior Financial Analysts.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** A09

**COMMERCIAL JOB TITLE:** Financial Analyst III

**MINIMUM/GENERAL EXPERIENCE:** Seven years direct experience in the last 10 years.

**FUNCTIONAL RESPONSIBILITY:** Formulates and plans computer-based financial systems and funding systems. Reviews financial reports, formulates budgets, develops budgetary labor rates. Provides guidance to others concerning the interpretation of financial data. Provides financial and cost analysis with proven expertise in the management and control of funds and resources. Provides technical and financial justifications (obtained by collecting information relevant to the decision and displaying that information in standard formats) in support of information technology projects. Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish

functional objectives. The FEA states investment costs, benefits, and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functional, security, and other integration issues are addressed. May direct more junior Financial Analysts.

**MINIMUM EDUCATION:** Advanced Degree in a relevant discipline. With at least twelve years of general experience of which ten years is directly related experience, a degree is not required.

**SERVICE CODE:** A10

**COMMERCIAL JOB TITLE:** Quality Specialist

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last 5 years.

**FUNCTIONAL RESPONSIBILITY:** Reviews work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Program and/or Project Manager to ensure problem solution and user satisfaction. Performs analysis and design of business applications on complex, large scale Information Technology (IT) and related communications systems, database management, and use of programming languages. Develops and implements quality programs such as verification and validation, Configuration Management (CM), ISO certification, Total Quality Management (TQM), Quality Assurance (QA), Quality Control (QC) and continuous improvement. Works independently or under only general direction on complex quality problems involving all phases of IT projects.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** A11

**COMMERCIAL JOB TITLE:** Project Control Specialist

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last 8 years.

**FUNCTIONAL RESPONSIBILITY:** Normally works in direct support of the program/project manager. Oversees financial management and administrative information and activities, such as budgeting, manpower and resource planning and financial reporting. Prepares and analyzes financial statements, and develops complex project schedules for tracking costs and other management activities. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE AREA: B – SYSTEM ANALYSIS, DESIGN AND  
IMPLEMENTATION SERVICES**

**LABOR CATEGORY DESCRIPTIONS:**

**SERVICE CODE:** B01

**COMMERCIAL JOB TITLE:** Systems Architect I

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last 8 years.

**FUNCTIONAL RESPONSIBILITY:** Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications. Provides assistance and performs general technical tasks for computer/telephony integration. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. Supervises teams of Senior Systems Engineers, Network Engineers, Senior Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Responsible for complex technical/engineering projects. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

**MINIMUM EDUCATION:** Bachelor's Degree in a related discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** B02

**COMMERCIAL JOB TITLE:** System Architect II

**MINIMUM/GENERAL EXPERIENCE:** Seven years direct experience in the last ten years.

**FUNCTIONAL RESPONSIBILITY:** Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications. Provides assistance and performs general technical tasks for computer/telephony integration. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. Supervises teams of Senior Systems Engineers, Network Engineers, Senior Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Responsible for highly complex technical/engineering projects. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

**MINIMUM EDUCATION:** Advanced degree in a related discipline. With at least 12 years of general experience of which nine years is directly related experience, an advanced degree is not required.

**SERVICE CODE:** B03

**COMMERCIAL JOB TITLE:** System Architect III

**MINIMUM/GENERAL EXPERIENCE:** Ten years direct experience in the last fifteen years.

**FUNCTIONAL RESPONSIBILITY:** Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications. Provides assistance and performs general technical tasks for computer/telephony integration. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. Supervises teams of Senior Systems Engineers, Network Engineers, Senior Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Responsible for highly complex technical/engineering projects. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

**MINIMUM EDUCATION:** Advanced degree in a related discipline. With at least 12 years of general experience of which nine years is directly related experience, an advanced degree is not required.

**SERVICE CODE:** B04

**COMMERCIAL JOB TITLE:** System Architect IV

**MINIMUM/GENERAL EXPERIENCE:** Fifteen years direct experience in the last twenty years.

**FUNCTIONAL RESPONSIBILITY:** Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications. Provides assistance and performs general technical tasks for computer/telephony integration. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. Supervises teams of Senior Systems Engineers, Network Engineers, Senior Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Responsible for highly complex technical/engineering projects. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

**MINIMUM EDUCATION:** Advanced degree in a related discipline. With at least 15 years of general experience of which twelve years is directly related experience, an advanced degree is not required.

**SERVICE CODE:** B05

**COMMERCIAL JOB TITLE:** Information Engineer I

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes and studies complex information system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Provide input to estimate software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques.

**MINIMUM EDUCATION:** Bachelor's Degree in a related discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** B06

**COMMERCIAL JOB TITLE:** Information Engineer II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Performs systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools, such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Has experience with methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling.

**MINIMUM EDUCATION:** Bachelor's Degree in a related discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** B07

**COMMERCIAL JOB TITLE:** Information Engineer III

**MINIMUM/GENERAL EXPERIENCE:** Eight years direct experience in the last ten years.

**FUNCTIONAL RESPONSIBILITY:** Performs systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools, such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Has experience with methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling.

**MINIMUM EDUCATION:** Bachelor's Degree in a related discipline. With at least twelve years of general experience of which nine years is directly related experience, a degree is not required.

**SERVICE CODE:** B08

**COMMERCIAL JOB TITLE:** Information Engineer IV

**MINIMUM/GENERAL EXPERIENCE:** Ten years direct experience in the last twelve years.

**FUNCTIONAL RESPONSIBILITY:** Performs systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools, such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Has experience with methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling.

**MINIMUM EDUCATION:** Advanced Degree in a related discipline. With at least twelve years of general experience of which ten years is directly related experience, a degree is not required.

**SERVICE CODE:** B09

**COMMERCIAL JOB TITLE:** Systems Analyst I

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Provides a variety of support, including analysis of system requirements and development of methods for solving problems. Under the direction of a Senior Analyst, produces flowcharts and associated documentation, as required. Assists in the development of task-level specification based on system-level requirements using flowcharts, milestone charts and associated documents. Participates in the testing of analytical methods, revising and refining the documents used throughout the program. Participates in the review of existing processing systems in order to suggest refinements, reduce operating time and improve present techniques.

**MINIMUM EDUCATION:** Bachelor's Degree in a related discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** B10

**COMMERCIAL JOB TITLE:** Systems Analyst II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Serves as computer systems expert on assignments that typically involve the establishment of a framework for new automated systems where concern is with overall structure involving life cycle involvement ranging from the conduct of feasibility studies to post-implementation evaluation; from a number of possible approaches. Projections are required from inconclusive workload data, technological advances are usually untried at the scale to which application is required; integration with existing systems is required. Design criteria must be established to accommodate changes in legislation, mission, or functional program requirements.

Duties require a broad knowledge of data sources, data flow, system interactions, advanced computer equipment and software applications, and advanced systems design techniques to develop solutions to unyielding complex problems and to advise policy making officials on systems design and ADP forecasts.

**MINIMUM EDUCATION:** Bachelor's Degree in a related discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** B11

**COMMERCIAL JOB TITLE:** Systems Analyst III

**MINIMUM/GENERAL EXPERIENCE:** Eight years direct experience in the last ten years.

**FUNCTIONAL RESPONSIBILITY:** Serves as computer systems expert on assignments that typically involve the establishment of a framework for new automated systems where concern is with overall structure involving life cycle involvement ranging from the conduct of feasibility studies to post-implementation evaluation; from a number of possible approaches. Projections are required from inconclusive workload data, technological advances are usually untried at the scale to which application is required; integration with existing systems is required. Design criteria must be established to accommodate changes in legislation, mission, or functional program requirements. Duties require a broad knowledge of data sources, data flow, system interactions, advanced computer equipment and software applications, and advanced systems design techniques to develop solutions to unyielding complex problems and to advise policy making officials on systems design and ADP forecasts.

**MINIMUM EDUCATION:** Advanced Degree in a related discipline. With at least twelve years of general experience of which ten years is directly related experience, a degree is not required.

**SERVICE CODE:** B12

**COMMERCIAL JOB TITLE:** Systems Analyst IV

**MINIMUM/GENERAL EXPERIENCE:** Ten years direct experience in the last 15 years.

**FUNCTIONAL RESPONSIBILITY:** Serves as computer systems expert on assignments that typically involve the establishment of a framework for new automated systems where concern is with overall structure involving life cycle involvement ranging from the conduct of feasibility studies to post-implementation evaluation; from a number of possible approaches. Projections are required from inconclusive workload data, technological advances are usually untried at the scale to which application is required; integration with existing systems is required. Design criteria must be established to accommodate changes in legislation, mission, or functional program requirements. Duties require a broad knowledge of data sources, data flow, system interactions, advanced computer equipment and software applications, and advanced systems design techniques to develop solutions to unyielding complex problems and to advise policy making officials on systems design and ADP forecasts.

**MINIMUM EDUCATION:** Advanced Degree in a related discipline. With at least fifteen years of general experience of which twelve years is directly related experience, a degree is not required.

**SERVICE CODE:** B13

**COMMERCIAL JOB TITLE:** Business Process Reengineering Specialist

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Process improvement activities may also include IT facility planning and management.

**MINIMUM EDUCATION:** Bachelor's Degree in a related discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** B14

**COMMERCIAL JOB TITLE:** Business Information Requirements Analyst

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. As appropriate, applies activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.

**MINIMUM EDUCATION:** Bachelor's Degree in a related discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** B15

**COMMERCIAL JOB TITLE:** Business Information Requirements Analyst II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. As appropriate, applies activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs

sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.

**MINIMUM EDUCATION:** Bachelor's Degree in a related discipline. With at least ten years of general experience of which seven years is directly related experience, a degree is not required.

**SERVICE CODE:** B16

**COMMERCIAL JOB TITLE:** Business Information Requirements Analyst III

**MINIMUM/GENERAL EXPERIENCE:** Eight years direct experience in the last ten years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. As appropriate, applies activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.

**MINIMUM EDUCATION:** Advanced Degree in a related discipline. With at least twelve years of general experience of which ten years is directly related experience, a degree is not required.

**SERVICE CODE:** B17

**COMMERCIAL JOB TITLE:** Systems Engineer I

**MINIMUM/GENERAL EXPERIENCE:** One year direct experience in the last two years.

**FUNCTIONAL RESPONSIBILITY:** Under supervision, assists in defining and executing systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan. Performs systems engineering planning, performance management, capacity planning, testing and validation, benchmarking, information engineering. Analyzes and develops technical documentation detailing the integration and system performance. Performs with little latitude for unreviewed actions and decisions. May perform other duties as assigned, such as continuing Y2K support.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at six years of general experience, of which four years is directly related experience, a degree is not required.

**SERVICE CODE:** B18

**COMMERCIAL JOB TITLE:** Systems Engineer II

**MINIMUM/GENERAL EXPERIENCE:** Four years direct experience in the last six years.

**FUNCTIONAL RESPONSIBILITY:** Defines and executes systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan. Supports a Senior Systems Engineer, as required. Analyzes and develops technical documentation detailing the integration and system performance. Performs with some latitude for unreviewed actions and decisions. Coordinates the activities of Systems Engineers and Junior Systems Engineers assigned to specific systems engineering projects. May perform other duties as assigned, such as ongoing Y2K support.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** B19

**COMMERCIAL JOB TITLE:** Systems Engineer III

**MINIMUM/GENERAL EXPERIENCE:** Six years direct experience in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Defines and executes systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan. Analyzes and develops technical documentation detailing the integration and system performance. Performs with great latitude for unreviewed actions and decisions. May supervise more junior Systems Engineers as required. May perform other duties as assigned, such as millennium (Y2K) support.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least 12 years of general experience of which ten years is directly related experience, a degree is not required.

**SERVICE CODE:** B20

**COMMERCIAL JOB TITLE:** Systems Engineer IV

**MINIMUM/GENERAL EXPERIENCE:** Ten years direct experience in the last twelve years.

**FUNCTIONAL RESPONSIBILITY:** Defines and executes systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan. Analyzes and develops technical documentation detailing the integration and system performance. Performs with great latitude for unreviewed actions and decisions. May supervise more junior Systems Engineers as required. May perform other duties as assigned, such as millennium (Y2K) support.

**MINIMUM EDUCATION:** Advanced Degree in a relevant discipline. With at least 15 years of general experience of which ten years is directly related experience, a degree is not required.

**SERVICE CODE:** B21

**COMMERCIAL JOB TITLE:** Systems Engineer V

**MINIMUM/GENERAL EXPERIENCE:** Twelve years direct experience in the last fifteen years.

**FUNCTIONAL RESPONSIBILITY:** Defines and executes systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity

planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan. Analyzes and develops technical documentation detailing the integration and system performance. Performs with great latitude for unreviewed actions and decisions. May supervise more junior Systems Engineers as required. May perform other duties as assigned, such as millennium (Y2K) support.

**MINIMUM EDUCATION:** Advanced Degree in a relevant discipline. With at least 20 years of general experience of which fifteen years is directly related experience, a degree is not required.

**SERVICE CODE:** B22

**COMMERCIAL JOB TITLE:** Network Engineer I

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Performs a variety of network engineering tasks that are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Performs with some latitude for unreviewed actions and decisions. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Responsible for the technical/engineering part of a major project or a project of lesser complexity and importance than those normally assigned to a higher-level engineer. Performs with some latitude for unreviewed actions and decisions. Coordinates the activities of Network Technicians assigned to specific network engineering projects. May perform other duties as assigned.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** B23

**COMMERCIAL JOB TITLE:** Network Engineer II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Performs a variety of network engineering tasks, either independently or under supervision, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Supervises team of Network Engineers through project completion. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Supervises Network Engineers through project completion. Responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower level engineers. Performs with great latitude for unreviewed actions and decisions. Coordinates the activities of Network Engineers and Network Technicians assigned to specific network engineering projects. May perform other duties as assigned.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** B24

**COMMERCIAL JOB TITLE:** Network Engineer III

**MINIMUM/GENERAL EXPERIENCE:** Eight years direct experience in the last ten years.

**FUNCTIONAL RESPONSIBILITY:** Performs a variety of network engineering tasks, either independently or under supervision, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Supervises team of Network Engineers through project completion. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Supervises Network Engineers through project completion. Responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower level engineers. Performs with great latitude for unreviewed actions and decisions. Coordinates the activities of Network Engineers and Network Technicians assigned to specific network engineering projects. May perform other duties as assigned.

**MINIMUM EDUCATION:** Advanced Degree in a relevant discipline. With at least twelve years of general experience of which ten years is directly related experience, a degree is not required.

**SERVICE CODE:** B25

**COMMERCIAL JOB TITLE:** Network Engineer IV

**MINIMUM/GENERAL EXPERIENCE:** Ten years direct experience in the last twelve years.

**FUNCTIONAL RESPONSIBILITY:** Performs a variety of network engineering tasks, either independently or under supervision, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Supervises team of Network Engineers through project completion. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Supervises Network Engineers through project completion. Responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower level engineers. Performs with great latitude for unreviewed actions and decisions. Coordinates the activities of Network Engineers and Network Technicians assigned to specific network engineering projects. May perform other duties as assigned.

**MINIMUM EDUCATION:** Advanced Degree in a relevant discipline. With at least fifteen years of general experience of which twelve years is directly related experience, a degree is not required.

**SERVICE AREA: C – SOFTWARE ENGINEERING AND PROGRAMMING SERVICES**

**LABOR CATEGORY DESCRIPTIONS:**

**SERVICE CODE:** C01

**COMMERCIAL JOB TITLE:** Software Engineer I

**MINIMUM/GENERAL EXPERIENCE:** One year direct experience in the last two years.

**FUNCTIONAL RESPONSIBILITY:** Works under supervision to support the activities of a more senior Systems/Programmer Analyst. Supports the development, maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software specifications, tests, debugs, and refines computer software to produce the required product. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Assists in end-user training. Prepares documentation, including both program level and user level documentation as required. Enhances software to reduce operating time or improve efficiency. Provides software conversion and implementation support to include continuing millennium (Y2K) support.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least six years of general experience of which four years is directly related experience, a degree is not required.

**SERVICE CODE:** C02

**COMMERCIAL JOB TITLE:** Software Engineer II

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Works under supervision to support the activities of a more senior Systems/Programmer Analyst. Supports the development, maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software specifications, tests, debugs, and refines computer software to produce the required product. Codes, in accordance with specific design parameters, system software modules as directed by a more senior Systems/Programmer Analyst. Assists in the management of software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Trains end-users. Prepares documentation, including both program level and user level documentation as required. Enhances software to reduce operating time or improve efficiency. Provides software conversion and implementation support to include millennium (Y2K) support. May be a technical lead for more junior Software Engineers.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** C03

**COMMERCIAL JOB TITLE:** Software Engineer III

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Works independently, with management review of end results. Has prime accountability for the development, maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software specifications, tests, debugs, and refines computer software to produce the required product. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements. Recommends to management the purchase or lease of system software packages and related hardware. Identifies, evaluates, tailors and directs the implementation of vendor-supplied software packages. Organizes and implements end-user training programs. Prepares documentation, including both program level and user level documentation as required. Enhances software to reduce operating time or improve efficiency. Provides software conversion and implementation support to include millennium (Y2K) support. May supervise more junior Software Engineers.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** C04

**COMMERCIAL JOB TITLE:** Computer Programmer I

**MINIMUM/GENERAL EXPERIENCE:** One year direct experience in the last two years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes business applications and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Assists in resolving basic operating problems. Prepares required documentation including program-level and system-level documentation. Prepares instructions for computer operators. Enhances software to reduce operating time or improve efficiency. Provides software conversion and implementation support to include continuing Y2K support.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least six years of general experience of which four years is directly related experience, a degree is not required.

**SERVICE CODE:** C05

**COMMERCIAL JOB TITLE:** Computer Programmer II

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes business applications and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Resolves a variety of nonstandard operating problems. Prepares required documentation including program-level and system-level documentation. Prepares instructions for computer operators. Enhances software to reduce operating time or improve efficiency. Provides software conversion and implementation

support to include continuing Y2K support. May provide technical direction to more junior programmers.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** C06

**COMMERCIAL JOB TITLE:** Computer Programmer III

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes business applications and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Resolves a variety of difficult operating problems. Prepares required documentation including program-level and system-level documentation. Prepares instructions for computer operators. Enhances software to reduce operating time or improve efficiency. Provides software conversion and implementation support to include millennium (Y2K) support. May provide technical direction and supervision to more junior programmers.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

## **SERVICE AREA: D – Database Services**

### **LABOR CATEGORY DESCRIPTIONS:**

**SERVICE CODE:** D01

**COMMERCIAL JOB TITLE:** Database Specialist I

**MINIMUM/GENERAL EXPERIENCE:** One year direct experience in the last two years.

**FUNCTIONAL RESPONSIBILITY:** Performs under the guidance of more senior specialists to help develop Database Management Systems (DBMS). Assists in engineering and systems analysis to support design, development, test, configuration, and integration of new or modified large-scale relational database systems. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Using knowledge of computer equipment, develops software to satisfy design objectives. Prepares required documentation, including both program-level and user-level documentation. Performs database administration (DBA) services including installation, configuration, administration, performance monitoring, tuning, backup, and disaster recovery strategies for operational and developmental databases.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least six years of general experience of which four years is directly related experience, a degree is not required.

**SERVICE CODE:** D02

**COMMERCIAL JOB TITLE:** Database Specialist II

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Provides technical expertise in the use of Database Management Systems (DBMS). Defines file organization, indexing methods, and security procedures for specific user applications. Performs software engineering and systems analysis to support design, development, test, configuration, and integration of new or modified large-scale relational database systems. Analyzes and develops computer software processing a wide range of capabilities, including data warehouse technologies, business data model, Executive Information Management, and Decision Support System. Analyzes user interfaces, maintain hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes proposed system modifications, upgrades and new commercial-off-the-shelf (COTS) products. Prepares required documentation, including both program-level and user-level documentation. Performs database administration (DBA) services including installation, configuration, administration, performance monitoring, tuning, backup, and disaster recovery strategies for operational and developmental databases. Provides database design, client/server integration, database modeling, and support for systems under development. Coordinates functional design and system architecture issues between parties involved in the development process. Prepares required documentation, including both program-level and user-level documentation. May provide technical guidance to more junior Database Specialists.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** D03

**COMMERCIAL JOB TITLE:** Database Specialist III

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Develops and administers large-scale Database Management Systems (DBMS). Participates in the design and development of DBMS at the highest level, and in defining the core system and subsystems. Directs the entire software development process, from the establishment and definition of requirements to implementation, acceptance, and maintenance. Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates and end user representatives. Provides daily supervision and technical direction to staff to ensure program deadlines are met. Manages high-level databases. Provides technical guidance to systems and applications programmers. Directs and participates in the conceptual system design and specification. Reviews computer database information software support systems and data requirements, as well as communication and response needs, and recommends operating systems and languages to support them. Develops test plans and test data for operating systems and support software. Assists with the design and documentation of data requirements, system test and implementation plans, and system demonstrations. May supervise more junior Database Management Specialists.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

## **SERVICE AREA: E – SYSTEM OPERATIONS SERVICES**

### **LABOR CATEGORY DESCRIPTIONS:**

**SERVICE CODE:** E01

**COMMERCIAL JOB TITLE:** Systems Operator I

**MINIMUM/GENERAL EXPERIENCE:** Six months of direct experience in the last year.

**FUNCTIONAL RESPONSIBILITY:** Under the guidance of more senior operators, provides operation of mainframe, mid-tier, mini and client server computers using respective computer console/terminal. Coordinates input, output, and file media. Distributes output and controls computer operations. Task typically requires: activating computer systems through appropriate power on procedures; switching hardware components on and off line as required; monitoring the status of all hardware, software and applications systems; initiating application software as specified by operational instructions; analyzing, evaluating and resolving equipment malfunctions; troubleshooting operational communication and application problems; diagnosing system hardware failures, software failures, and communications failures to determine the source of failure; analyzing operating systems and workload projections to identify conflicts, potential backlog situations, priority problems and interface conflicts for computers and communication systems; interfacing with other personnel, customers and contractors as required to accomplish duties; and supporting tape library operations when required.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** E02

**COMMERCIAL JOB TITLE:** Systems Operator II

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Provides operation of mainframe, mid-tier, mini and client server computers using respective computer console/terminal. Coordinates input, output, and file media. Distributes output and controls computer operations. Tasks typically require: activating computer systems through appropriate power on procedures; switching hardware components on and off line as required; monitoring the status of all hardware, software and applications systems; initiating application software as specified by operational instructions; analyzing, evaluating and resolving equipment malfunctions; troubleshooting operational communication and application problems; diagnosing system hardware failures, software failures, and communications failures to determine the source of failure; analyzing operating systems and workload projections to identify conflicts, potential backlog situations, priority problems and interface conflicts for computers and communication systems; interfacing with other personnel, customers and contractors as required to accomplish duties; and supporting tape library operations when required.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** E03

**COMMERCIAL JOB TITLE:** Systems Operator III

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Provides operation of mainframe, mid-tier, mini and client server computers using respective computer console/terminal. Coordinates input, output, and file media. Distributes output and controls computer operations. Tasks typically require: activating computer systems through appropriate power on procedures; switching hardware components on and off line as required; monitoring the status of all hardware, software and applications systems; initiating application software as specified by operational instructions; analyzing, evaluating and resolving equipment malfunctions; trouble shooting operational communication and application problems; diagnosing system hardware failures, software failures, and communications failures to determine the source of failure; analyzing operating systems and workload projections to identify conflicts, potential backlog situations, priority problems and interface conflicts for computers and communication systems; interfacing with other personnel, customers and contractors as required to accomplish duties; and supporting tape library operations when required. May supervise more junior operators.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** E04

**COMMERCIAL JOB TITLE:** Operations Manager

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Supervises and administers computer operations. Schedules machine time and directs data entry efforts. Provides users with computer output. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. Supervises staff operations.

**MINIMUM EDUCATION:** Associate's degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** (Please refer to Service Area K, Position K07)

**COMMERCIAL JOB TITLE:** Computer Data Library Operator

## **SERVICE AREA: F – COMMUNICATIONS/NETWORK SERVICES**

### **LABOR CATEGORY DESCRIPTIONS:**

**SERVICE CODE:** F01

**COMMERCIAL JOB TITLE:** Communications Network Technician I

**MINIMUM/GENERAL EXPERIENCE:** Two years direct experience in the last three years, and applicable certifications such as those applicable to fiber optics cable.

**FUNCTIONAL RESPONSIBILITY:** Reviews work orders to move, change, install, repair, or remove data communications equipment, such as modems, cables, network cards, and wires. Reads technical manuals to learn correct settings for equipment. Measures, cuts, and installs wires and cables. Splices wires or cables, using hand-tools or soldering iron. Connects microcomputer or terminals to data communication lines. Develops test plans and tests communication lines to ensure that data is being transmitted between locations according to specifications using testing instruments such as voltmeter and data scope. Uses diagnostic techniques to locate problem, and repairs wiring, cables. When equipment repair is required, coordinates with maintenance organization or company. Monitors repair activity to ensure repair or replacement is done in a timely manner. May plan layout and installation of data communications equipment. May negotiate and place orders with common carriers.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** F02

**COMMERCIAL JOB TITLE:** Communications Network Technician II

**MINIMUM/GENERAL EXPERIENCE:** Four years direct experience in the last five years, and applicable certifications such as those applicable to fiber optics cable.

**FUNCTIONAL RESPONSIBILITY:** With minimal technical guidance, installs and repairs data communications lines and equipment. Reviews work orders to move, change, install, repair, or remove data communications equipment, such as modems, cables, network cards, and wires. Reads technical manuals to learn correct settings for equipment. Measures, cuts, and installs wires and cables. Splices wires or cables, using hand-tools or soldering iron. Connects microcomputer or terminals to data communication lines. Develops test plans and tests communication lines to ensure that data is being transmitted between locations according to specifications using testing instruments such as voltmeter and data scope. Uses diagnostic techniques to locate problem, and repairs wiring, cables. When equipment repair is required, coordinates with maintenance organization or company. Monitors repair activity to ensure repair or replacement is done in a timely manner. May plan layout and installation of data communications equipment. May negotiate and place orders with common carriers. May function as a technical lead for more junior specialists.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** F03

**COMMERCIAL JOB TITLE:** Data Communications Control Technician I

**MINIMUM/GENERAL EXPERIENCE:** Two years direct experience in the last three years.

**FUNCTIONAL RESPONSIBILITY:** Monitors data communications network to ensure that network is available to all system users and resolves data communications problems. Calls service technician for service when problems cannot be resolved. Monitors data communications traffic, records problems and actions taken in tracking system. Updates documentation to record new equipment installed, new sites, and changes to computer configurations. May train staff and users to use equipment. May coordinate installation or install communications lines, network cabling, and communication devices. Explains data communications diagnostic and monitoring procedures to operators, using computer terminal and following vendor's equipment and software instructions. Explains and demonstrates installation of data communication lines and equipment to operators, using hand-tools and following vendor manuals. Enters diagnostic commands into equipment and determines nature of problem to assist operators in resolving data communication problems. Enters record of actions taken to resolve problem in daily log.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** F04

**COMMERCIAL JOB TITLE:** Data Communications Control Technician II

**MINIMUM/GENERAL EXPERIENCE:** Four years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Monitors, installs and troubleshoots data communications network to ensure that network is available to all system users and resolves data communications problems. Calls service technician for service when problem cannot be resolved. Monitors data communications traffic, records problems and actions taken in tracking system. Updates documentation to record new equipment installed, new sites, and changes to computer configurations. May train staff and users to use equipment. May coordinate installation or install communications lines, network cabling, and communication devices. Explains data communications diagnostic and monitoring procedures to operators, using computer terminal and following vendor's equipment and software instructions. Explains and demonstrates installation of data communication lines and equipment to operators, using hand-tools and following vendor manuals. Enters diagnostic commands into equipment and determines nature of problem to assist operators in resolving data communication problems. Enters record of actions taken to resolve problem in daily log. Briefs management and client on data communications problems and actions taken to resolve. May function as a technical lead for more junior technicians.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** F05

**COMMERCIAL JOB TITLE:** Communications Manager

**MINIMUM/GENERAL EXPERIENCE:** Four years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Responsible for a wide variety of communications services. Oversees installation, monitoring and maintenance of communications equipment and lines such as data terminals, phone systems, Internet and network interface systems, etc. Responsible for appropriate upgrades including negotiating with vendors. Typically reports to the facilities manager and interfacing closely with personnel responsible for engineering, managing and operating networks and Internet systems.

**MINIMUM EDUCATION:** Associate's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** F06

**COMMERCIAL JOB TITLE:** Network Technician I

**MINIMUM/GENERAL EXPERIENCE:** Two years direct experience in the last three years, and applicable certifications such as those applicable to fiber optics cable.

**FUNCTIONAL RESPONSIBILITY:** Works under supervision to perform a variety of network engineering tasks concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Works under the supervision of a Network Engineer. Supports the planning and performance of network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Participates in network installations and site surveys. Often works as part of a network installation team. Assists in the preparation of drawing and documenting configuration changes. Assists in designing and optimizing networks. With only occasion technical guidance, installs, removes, troubleshoots and repairs data communications lines and equipment. Supports the technical/engineering part of a networking project assigned to higher-level technicians or engineers.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** F07

**COMMERCIAL JOB TITLE:** Network Technician II

**MINIMUM/GENERAL EXPERIENCE:** Four years direct experience in the last five years, and applicable certifications such as those applicable to fiber optics cable.

**FUNCTIONAL RESPONSIBILITY:** Performs a variety of network engineering tasks that are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Works under the supervision of a Network Engineer. Supports the planning and performance of network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Organizes, directs and participates in network installations and site surveys. Assesses and documents current site network configuration and user requirements. Prepares drawings and documents configuration changes. Prepares installation and test reports. Assesses and documents current network configuration and user requirements. Directs and leads preparation of engineering plans and installation. Directs and leads preparation of drawings documenting configuration changes. Designs and optimizes networks. Installs, removes, troubleshoots and repairs data communications lines and equipment. May function as a technical lead for more junior technicians.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** F08

**COMMERCIAL JOB TITLE:** Network Manager/Administrator

**MINIMUM/GENERAL EXPERIENCE:** Four years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Responsible for developing, evaluating and maintaining the

configuration and operation of Local Area Networks (LAN) and Wide Area Networks (WAN), and supporting telecommunications systems. Responsible for implementing, archiving, backup, and restoration procedures. Performs capacity analysis and optimization studies. Researches and evaluates new LAN and WAN products to determine to enhance network performance. Recommends purchase, configuration, and installation of hardware, software and telecommunication equipment. Manages LAN and WAN security and network performance. Establishes and implements LAN policies, procedures, and standards and ensures their conformance with information systems and client objectives. Develops and writes procedures for installation, use and solving problems of communications hardware and software. Instructs users in use of equipment. May oversee or assist in installation of communications hardware components. May oversee and participate in the design, creation and maintenance of Internet products and systems.

**MINIMUM EDUCATION:** Associate's Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

## **SERVICE AREA: G – USER TECH SUPPORT SERVICES**

### **LABOR CATEGORY DESCRIPTIONS:**

**SERVICE CODE:** G01

**COMMERCIAL JOB TITLE:** Help Desk Specialist I

**MINIMUM/GENERAL EXPERIENCE:** One year direct experience in the last two years.

**FUNCTIONAL RESPONSIBILITY:** Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems. Applies understanding of computer software and hardware to resolves problems of internal users by performing the following duties. Receives telephone calls from users having problems using computer software and hardware or inquiring how to use specific software, programming languages, electronic mail, and operating systems. Determines whether problem is caused by software or hardware such as processor, hard disk, network cards, modem, printer, and cables. Coordinates with other co-workers, or works with Computer User Support Analysts or other specialists to determine problem and find solutions. For common office automation type software, writes or revises user training manuals and procedures; develops training materials such as exercises and visual displays; and trains users on software and hardware on-site or in classroom.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** G02

**COMMERCIAL JOB TITLE:** Help Desk Specialist II

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems. Applies understanding of computer software and hardware to resolves problems of internal users by performing the following duties. Receives telephone calls from users having problems using computer software and hardware or inquiring how to use specific software, programming languages, electronic mail, and operating systems. Determines whether problem is caused by software or hardware such as processor, hard disk, network cards, modem, printer, and cables. Coordinates with other co-workers, or works with Computer User Support Analysts or other specialists to determine problem and find solutions. For common office automation type software writes or revises user training manuals and procedures; develops training materials such as exercises and visual displays; and trains users on software and hardware on-site or in classroom. May function as a technical lead for more junior Help Desk Specialist.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** G03

**COMMERCIAL JOB TITLE:** Computer User Support Analyst

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Investigates and resolves computer software and hardware

problems of users that are beyond the scope of a typical help desk function. May perform this service directly with the user or in support of a help desk. Receives telephone calls from the help desk or from users having problems using computer software and hardware or asking how to use specific software, such as statistical, graphics, data base, printing, word processing, programming languages, electronic mail, and operating systems. Talks to user to learn procedure sequence followed and source of error. Answers questions, applying knowledge of computer software, hardware, and procedures. Asks user with problem to use telephone and participate in diagnostic procedures, using diagnostic software, or by listening to and following instructions. Determines whether problem is caused by hardware, such as modem, printer, cables, or telephone. Talks with coworkers to research problem and find solution. Talks to programmers to explain software errors or to recommend changes to programs. Calls software and hardware vendors to request service regarding defective products. May test software and hardware to evaluate ease of use and whether product will aid user in performing work. May write software and hardware evaluation and recommendation for management review. May write or revise user training manuals and procedures. May develop training materials, such as exercises and visual displays. May train users on software and hardware on-site or in classroom, or recommend outside contractors to provide training. May install microcomputers, software, and peripheral equipment, following procedures and using. May work as an in-house consultant and research alternate approaches to existing software and hardware when standardized approaches cannot be applied. May conduct office automation feasibility studies, including workflow analysis, space design, and cost comparison analysis. May specialize by type of software, computer language, or computer operating system.

**MINIMUM EDUCATION:** Associate's Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** G04

**COMMERCIAL JOB TITLE:** Help Desk Supervisor

**MINIMUM/GENERAL EXPERIENCE:** Two years direct experience in the last three years.

**FUNCTIONAL RESPONSIBILITY:** Manages the help desk function and personnel. Supervises and coordinates activities of employees who provide problem-solving support to computer users. Assists others in solving non-routine software, hardware, and procedure problems, using computer and manuals. Coordinates with staff, computer users, supervisors, and managers to determine requirements for new or modified software and hardware. Writes recommendations for management and client review. Coordinates installation of hardware and software, and implementation of procedure changes. Helps desk personnel serve as the first point of contact for troubleshooting hardware/software, PC and printer problems.

**MINIMUM EDUCATION:** Associate's Degree in a relevant discipline. With at least six years of general experience of which four years is directly related experience, a degree is not required.

## **SERVICE AREA: H –TECHNICIAN SERVICES**

### **LABOR CATEGORY DESCRIPTIONS:**

**SERVICE CODE:** H01

**COMMERCIAL JOB TITLE:** Electronics/Computer Technician I

**MINIMUM/GENERAL EXPERIENCE:** Two years direct experience in the last three years, and applicable certifications such as those applicable to printed circuit board repair.

**FUNCTIONAL RESPONSIBILITY:** At the basic level performs fabrication, integration, test, evaluation and repair tasks for electronic and electro-mechanical systems to include printed circuit board repair. Performs installation, troubleshooting and test efforts. May analyze, repair, and test electronic circuit card assemblies to the component levels. Also installs, modifies, troubleshoots and repairs computer hardware and software systems. Provides technical assistance and training to computer system users. Receives guidance as required from higher-level technicians.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** H02

**COMMERCIAL JOB TITLE:** Electronics/Computer Technician II

**MINIMUM/GENERAL EXPERIENCE:** Four years direct experience in the last six years, and applicable certifications such as those applicable to printed circuit board repair.

**FUNCTIONAL RESPONSIBILITY:** With minimal guidance, leads and performs at a moderately complex level, the fabrication, integration, test, evaluation and repair tasks for electronic and electro-mechanical systems to include printed circuit board repair. Performs installation, troubleshooting and test efforts. Analyzes, repairs, tests and documents electronic circuit card assemblies to the component levels. Also installs, modifies, troubleshoots and repairs computer hardware and software systems. Provides technical assistance and training to computer system users. May function as a technical lead for more junior technicians.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** H03

**COMMERCIAL JOB TITLE:** Electronics/Computer Technician III

**MINIMUM/GENERAL EXPERIENCE:** Six years direct experience in the last eight years, and applicable certifications such as those applicable to printed circuit board repair.

**FUNCTIONAL RESPONSIBILITY:** With minimal technical guidance leads and performs technically advanced, multiple tasks in the fabrication, integration, test, evaluation and repair of electronic and electro-mechanical systems. Analyzes, repairs, tests and documents electronic circuit card assemblies to the component levels. Plans and leads installation, troubleshooting and test efforts at field and shipboard sites. Plans and supervises operator/maintenance training during installations and site visits. Deals with repairs referred by a microcomputer technician. Additionally, installs,

modifies, troubleshoots and repairs computer hardware and software systems. Provides technical assistance and training to computer system users. May function as a technical lead for more junior technicians.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** H04

**COMMERCIAL JOB TITLE:** Engineering Technician I

**MINIMUM/GENERAL EXPERIENCE:** Two years direct experience in the last three years, and applicable certifications such as those applicable to printed circuit board repair.

**FUNCTIONAL RESPONSIBILITY:** Provides semiprofessional technical support for engineers working in areas such as research, design, development, testing, etc. Work pertains to the electrical, electronic or mechanical components or equipment, which are often integral parts of information technology systems. Performs simple or routine tasks in assembling, installing and testing as well as gathering and maintaining specified records of engineering data.

**MINIMUM EDUCATION:** High School diploma with vocational training desirable.

**SERVICE CODE:** H05

**COMMERCIAL JOB TITLE:** Engineering Technician II

**MINIMUM/GENERAL EXPERIENCE:** Four years direct experience in the last five years, and applicable certifications such as those applicable to printed circuit board repair.

**FUNCTIONAL RESPONSIBILITY:** Provides semiprofessional technical support for engineers working in areas such as research, design, development, testing, etc. Performs assignments, which are not completely standardized or prescribed. Typical duties include: construction and troubleshooting of, and correcting malfunctions on, components, subassemblies or simple models; following specific layouts and engineering diagrams to construct and package simple devices and subassemblies; conducting various tests or experiments which may require minor modifications in test setups or procedures; setting up and operating standard test equipment and recording test data; extracting and compiling a variety of engineering data to include selecting methods of data presentation; and assisting engineers in design modification. May function as a technical lead for more junior technicians.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** H06

**COMMERCIAL JOB TITLE:** Engineering Technician III

**MINIMUM/GENERAL EXPERIENCE:** Six years direct experience in the last eight years, and applicable certifications such as those applicable to printed circuit board repair.

**FUNCTIONAL RESPONSIBILITY:** Provides semiprofessional technical support for engineers working in areas such as research, design, development, testing, etc. Performs non-routine and complex assignments involving responsibility for planning and conducting a complete project. Selects and adapts plans, techniques, designs and layouts. Contacts technical personnel in related activities to resolve problems and coordinate work. Provides technical guidance to lower level technicians and

reviews and integrates their work. May design, develop and construct major units, devices or equipment; conducts test or experiments and after analyzing the results, redesigns or modifies equipment to improve performance; analyzes technical data to determine applicability to design problems; plans or assists in planning tests to evaluate equipment performance. Conducts tests using all types of instruments; and analyzes, evaluates and reports results. May function as a technical lead for more junior technicians.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

## **SERVICE AREA: I – SYSTEM SECURITY SERVICES**

### **LABOR CATEGORY DESCRIPTIONS:**

#### **SERVICE CODE: I01**

**COMMERCIAL JOB TITLE:** Program Security Specialist

**MINIMUM/GENERAL EXPERIENCE:** At least five years experience in security, with experience in at least three different security disciplines, one of which must be automated information systems (AIS). Some experience with Special Access Programs may be required. Current SSBI may be required.

**FUNCTIONAL RESPONSIBILITY:** Maintain security environment in accordance with government agency security orders and procedures. Supervises other security personnel, and/or coordinates support to the customer in relation to a major secure facility or program requiring a combination of security disciplines to include personnel, physical, technical, AIS, COMSEC, OPSEC, etc. Maintain and distribute security related documentation to appropriate government and contractor customers/employees. Provide training to customers and users when required. Prepare and present security information, reports, and briefings for management and conferences. Provide security/vulnerability analysis, guidance, recommendations, and deficiency resolution and implementation. Manage the resolution of security vulnerabilities identified by site surveys and security readiness reviews. Communicate with a wide range of customers, management, technical employees on information and recommendations on current security issues and the future direction of security systems. Provide briefings and presentations to management and users regarding computer security issues.

**MINIMUM EDUCATION:** Associate's Degree. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

#### **SERVICE CODE: I02**

**COMMERCIAL JOB TITLE:** Security Risk/Threat Specialist I

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience, in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Under limited supervision, designs and conducts surveys of client processes, operations, infrastructure, and operating environment; identifies critical information that must be protected; identifies hostile threats to and vulnerabilities of client processes, operations, and infrastructure; using both proprietary and non-proprietary tools, performs a detailed risk assessment of client activities; employs innovative problem solving skills to assist the client in developing and implementing mitigation measures. When requested, provides risk and security education, training, and awareness services to client personnel. Advises and trains customers and/or performs task to provide a comprehensive asset protection program. Evaluate customer IT threat environment and make recommendations.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

#### **SERVICE CODE: I03**

**COMMERCIAL JOB TITLE:** Security Risk/Threat Specialist II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience, in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Conduct surveys of client processes, operations, and infrastructure to identify critical information that must be protected; identifies hostile threats to and vulnerabilities of client processes, operations and infrastructure; performs risk assessments of client activities using proprietary tools; and in the development and implementation of mitigation measures. Performs system security analyses on company and client networks and automated information systems (AIS); provides guidance, training, research, and recommendations on client networks and AIS; performs security audits, evaluations, and risk assessments of complex operational data processing communications systems and facilities and provides recommendations for countering detected vulnerabilities; conducts security and internal control reviews of sensitive applications software; conducts specific technical reviews to support non-standard operational requirements and systems; assist in the design, development, and maintenance of unique security tools and techniques for conducting computer and communications security evaluations and risk assessments; provide technical computer and communications security assistance; provide expert assistance and recommendations in the field of trusted computer systems and networks; conduct security tests, certifications, and evaluations of applications and systems processing sensitive or classified information; assist in the development of requirements and specifications for reviewing and approving procurement requests, major systems development activities, telecommunications and teleprocessing hardware and software, and hardware and software encryption techniques on the basis of security concerns; and assess technology to ensure that security vulnerabilities are identified and countered. May supervise the activities of more junior Security Risk/Threat Specialists assigned to the project.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** I04

**COMMERCIAL JOB TITLE:** System Security Engineer I

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience, in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Advises customer and/or performs tasks to ensure cost-effective system design and development, with integrated/embedded security features that are compliant with required certification/accreditation standards. May be required to evaluate, develop, recommend, test, modify, and change software/hardware configurations in order to meet government service level computer security requirements.

**MINIMUM EDUCATION:** Bachelor' Degree in a relevant discipline and formal AIS security training. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** I05

**COMMERCIAL JOB TITLE:** System Security Engineer II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience, in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Advises customer and/or performs tasks to ensure cost-

effective system design and development, with integrated/embedded security features that are compliant with required certification/accreditation standards. May be required to evaluate, develop, recommend, test, modify, and change software/hardware configurations in order to meet government service level computer security requirements. May supervise more junior System Security Engineers.

**MINIMUM EDUCATION:** Bachelor's Degree and formal AIS security training. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

## **SERVICE AREA: J – EXPERT SERVICES**

### **LABOR CATEGORY DESCRIPTIONS:**

**SERVICE CODE:** J01

**COMMERCIAL JOB TITLE:** Technology Consultant I

**MINIMUM/GENERAL EXPERIENCE:** Minimum of ten years experience in the industry and five years direct experience in the last eight years in the applicable subject matter. Must be a recognized expert in his/her field of expertise.

**FUNCTIONAL RESPONSIBILITY:** Develops and applies advanced methods, theories, and research techniques in the investigation and solution of complex concept, planning, design, or implementation problems. Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop strategic migration and planning documents. May serve as the senior technical architect or advisor for strategies for designing and implementing complex systems involving information processing, communications and networking. Knowledgeable of state-of-the-art or emerging technologies and methodologies. May serve as the expert who analyzes user needs to determine functional requirements as they apply to ADP equipment or solutions. Works with engineers and technical analysts to incorporate the functional requirements into new or existing systems. May remain involved through the system design and implementation.

**MINIMUM EDUCATION:** Bachelor's Degree. With at least 12 years of general experience of which ten years is directly related experience, a degree is not required.

**SERVICE CODE:** J02

**COMMERCIAL JOB TITLE:** Technology Consultant II

**MINIMUM/GENERAL EXPERIENCE:** Minimum of 15 years experience in the industry and seven years direct experience in the last ten years in the applicable subject matter. Must be a recognized expert in his/her field of expertise.

**FUNCTIONAL RESPONSIBILITY:** Develops and applies advanced methods, theories, and research techniques in the investigation and solution of complex concept, planning, design, or implementation problems. Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop

strategic migration and planning documents. May serve as the senior technical architect or advisor for strategies for designing and implementing complex systems involving information processing, communications and networking. Knowledgeable of state-of-the-art or emerging technologies and methodologies. May serve as the expert who analyzes user needs to determine functional requirements as they apply to ADP equipment or solutions. Works with engineers and technical analysts to incorporate the functional requirements into new or existing systems. May remain involved through the system design and implementation.

**MINIMUM EDUCATION:** Advanced degree in a relevant discipline. With at least 18 years of general experience of which 12 years is directly related experience, an advanced degree is not required.

**SERVICE CODE:** J03

**COMMERCIAL JOB TITLE:** Subject Matter Expert I

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience, in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Defines problems and analyzes and develops plans and requirements in the subject matter area for complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and system specifications in the following areas: Information Systems Architecture, Automation, Telecommunications, Networking, Communication Protocols, Software, Electronic E-mail, Modeling and Simulation, Data Storage and Retrieval, etc.

**MINIMUM EDUCATION:** Bachelor's Degree. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** J04

**COMMERCIAL JOB TITLE:** Subject Matter Expert II

**MINIMUM/GENERAL EXPERIENCE:** Eight years direct experience, in the last ten years.

**FUNCTIONAL RESPONSIBILITY:** Defines problems and analyzes and develops plans and requirements in the subject matter area for complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and system specifications in the following areas: Information Systems Architecture, Automation, Telecommunications, Networking, Communication Protocols, Software, Electronic Email, Modeling and Simulation, Data Storage and Retrieval, etc.

**MINIMUM EDUCATION:** Bachelor's Degree. With at least 15 years of general experience of which 12 years is directly related experience, a degree is not required.

**SERVICE CODE:** J05

**COMMERCIAL JOB TITLE:** Subject Matter Expert III

**MINIMUM/GENERAL EXPERIENCE:** Twelve years direct experience, in the last 15 years.

**FUNCTIONAL RESPONSIBILITY:** Provides technical management and direction for problem definition, analysis and requirements development and implementation for complex systems in the subject matter area. Provides recommendations and advice on system improvements, optimization

and maintenance in the following areas: Information Systems Architecture, Automation, Telecommunications, Networking, Communication Protocols, Software, Electronic Email, Modeling and Simulation, Data Storage and Retrieval, etc.

**MINIMUM EDUCATION:** Advanced degree in a relevant discipline. With at least 18 years of general experience of which 15 years is directly related experience, an advanced degree is not required.

## **SERVICE AREA: K - OTHER PROFESSIONAL SUPPORT SERVICES**

### **LABOR CATEGORY DESCRIPTIONS**

**SERVICE CODE:** K01

**COMMERCIAL JOB TITLE:** Technical Training Specialist I

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience, in the last five years.

**FUNCTIONAL RESPONSIBILITY:** The Training Specialist conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials by interfacing with subject matter experts (course outline, background material, training aids, tests, etc.). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, on-the-job training and/or computer based/computer aided training. Uses a variety of training evaluation methods to determine training effectiveness.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** K02

**COMMERCIAL JOB TITLE:** Technical Training Specialist II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience, in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** The Training Specialist conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials by interfacing with subject matter experts (course outline, background material, training aids, tests, etc.). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, on-the-job training and/or computer based/computer aided training. Uses a variety of training evaluation methods to determine training effectiveness. May supervise more junior Training Specialists.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** K03

**COMMERCIAL JOB TITLE:** Computer-Based Training Specialist I

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience, in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Working with training specialists and subject matter experts, designs and authors computer-based training programs using authoring systems such as Authorware, Toolbook and Icon Author for platforms such as CD-ROM, Internet, and Interactive Videodisc (IVD).

**MINIMUM EDUCATION:** Associate's degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** K04

**COMMERCIAL JOB TITLE:** Computer-Based Training Specialist II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience, in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Working with training specialists and subject matter experts, designs and authors computer-based training programs using authoring systems such as Authorware, Toolbook and Icon Author for platforms such as CD-ROM, Internet, and Interactive Videodisc (IVD). May supervise more junior Training Specialists.

**MINIMUM EDUCATION:** Bachelor's degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** K05

**COMMERCIAL JOB TITLE:** Technical Writer I

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience, in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Performs research and writes a variety of technical copy for professional documents, including program reports and procedures, documentation, training materials, including analysis and compilation of diverse policy, technical, statistical, demographic, and financial information. Participates on documentation production teams.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** K06

**COMMERCIAL JOB TITLE:** Technical Writer II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience, in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Performs research and writes a wide variety of technical copy for professional documents, including program reports and procedures, documentation, training materials, including analysis and compilation of diverse policy, technical, statistical, demographic, and financial information. Leads documentation production teams. May direct the work of more junior technical writers.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** K07

**COMMERCIAL JOB TITLE:** Library Technician/Document Control Clerk

(Computer Data Library Operator)

**MINIMUM/GENERAL EXPERIENCE:** Two years direct experience, in the last three years.

**FUNCTIONAL RESPONSIBILITY:** Follows an established system to catalog, store, organize and retrieve technical books, manuals, user's guides, documentation, computer data (on tape, magnetic,

and other storage media), engineering drawings, etc. Assists users in locating and obtaining materials. Issues materials upon request. Performs support functions such as maintaining the card catalog (often computer-based), answering routine questions, examining returned materials for damage or excessive wear to determine need for replacement, referring persons requiring professional assistance to a Librarian, manning the circulation desk, repairing or replacing materials as needed, etc. May process ECOs (Engineering Change Orders). May function as a Computer Data Library Operator in support of computer system operations.

**MINIMUM EDUCATION:** High school diploma.

**SERVICE CODE:** K08

**COMMERCIAL JOB TITLE:** Technical Librarian/Document Control Manager

**MINIMUM/GENERAL EXPERIENCE:** At least three years of direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Maintains library type collections of technical books, manuals, user's guides, documentation, computer data on tape, magnetic, and other storage media. Establishes a standardized (and frequently computer-based) storage, cataloging, circulation, updating and retrieval system. Ensures that master drawing files and history files are accurate, current and that effective control over drawing and other documents is maintained. Establishes policies and disseminates information on library activities, facilities, rules and services. Assists users in locating and obtaining materials such as the use of various reference sources. May select, order, catalog and classified materials. May implement and administer the ECO (Engineering Change Order) systems.

**MINIMUM EDUCATION:** Bachelor's degree in a relevant discipline. Does not need to be a certified Librarian, which requires a Master's degree in library science. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** K09

**COMMERCIAL JOB TITLE:** Logistician

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Performs logistics support analyses, level of repair analyses, integrated logistic support planning, and other ILS related documentation. Requires experience with government regulations, manuals, technical orders, standards and industrial publications related to logistics such as MIL-STD-1369 and MIL-STD-1388/1. Plans and executes logistics support needed to field information technology and supporting communications systems. Thorough knowledge of Government regulations, manuals, technical orders, standards, and industrial publications related to logistics support.

**MINIMUM EDUCATION:** Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** K10

**COMMERCIAL JOB TITLE:** Logistics Technician

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years

**FUNCTIONAL RESPONSIBILITY:** Under the guidance of a logistician, assists in logistics support analyses, level of repair analyses, integrated logistic support planning, and other ILS related documentation. Requires experience with government regulations, manuals, technical orders, standards and industrial publications related to logistics such as MIL-STD-1369 and MIL-STD-1388/1. Assists in planning and executing logistics support needed to field information technology and supporting communications systems. Knowledge of Government regulations, manuals, technical orders, standards, and industrial publications related to logistics support.

**MINIMUM EDUCATION:** High school diploma.

**SERVICE CODE:** K11

**COMMERCIAL JOB TITLE:** Electronic Publishing Specialist

**MINIMUM/GENERAL EXPERIENCE:** A minimum of three years of direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** The Electronic Publishing Specialist performs high-level electronic publishing. Prepares style sheets, operates software programs such as the GPO electronic publishing system and desktop software programs, such as WORD for Windows, Pagemaker, and Ventura. Keys in and verifies a wide variety of administrative and technical data, performs system backups, and prepares draft and final publications. Provides training and technical assistance to users on document layout, styles, fonts, software/hardware operation procedures, and producing draft and final publications of administrative and technical documents.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** K12

**COMMERCIAL JOB TITLE:** Graphics Artist/Illustrator I

**MINIMUM/GENERAL EXPERIENCE:** Two years direct experience within the last five years.

**FUNCTIONAL RESPONSIBILITY:** Creates a variety of technical illustrations and graphics for various company publications. Performs design, artwork and documentation layout including on-line, interactive, World Wide Web documents. Assists in the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Uses a variety of graphics production equipment and tools. Responsible for integrating the graphics generated with automated tools and the deliverable documents. Demonstrates creativity and resourcefulness and the regular use of independent judgment when interfacing with customers and staff. Uses available software tools to resolve complex design problems. Provides production support and performs other administrative tasking as required.

**MINIMUM EDUCATION:** High school diploma with vocational training.

**SERVICE CODE:** K13

**COMMERCIAL JOB TITLE:** Graphics Artist/Illustrator II

**MINIMUM/GENERAL EXPERIENCE:** Four years direct experience in the last six years

**FUNCTIONAL RESPONSIBILITY:** Creates a wide variety of technical illustrations and graphics for various company publications. Performs design, artwork and documentation layout including on-line, interactive, World Wide Web documents. Assists in the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Uses a wide range of graphics production equipment and tools. Responsible for integrating the graphics generated with automated tools and the deliverable documents. Demonstrates creativity and resourcefulness and the regular use of independent judgment when interfacing with customers and staff. Uses available software tools to resolve complex design problems. Provides production support and performs other administrative tasking as required. May direct more junior Graphics Artists/Illustrators.

**MINIMUM EDUCATION:** Associate's Degree with vocational training. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** K14

**COMMERCIAL JOB TITLE:** Data Specialist I

**MINIMUM/GENERAL EXPERIENCE:** One year direct experience in the last two years.

**FUNCTIONAL RESPONSIBILITY:** Enters a wide variety of source documents such as computer-generated reports, program coding sheets, and other narrative and statistical information using PC-based database management software. Examines and sorts documents by subject matter, category, or other specified manner. In accordance with established procedures, reviews source documents for completeness and accuracy. Detects and rejects illegible or incomplete source documents and information. Following detailed instructions collects and organizes management and technical data for entry into reports and databases in prescribed formats. Keys data at an average rate with good accuracy. Verifies accuracy and corrects data using automated data edit reports if possible. Reviews and annotates data sheets, reports, and other documents for data entry technicians. Maintains records covering verification statistics.

**MINIMUM EDUCATION:** High school diploma.

**SERVICE CODE:** K15

**COMMERCIAL JOB TITLE:** Data Specialist II

**MINIMUM/GENERAL EXPERIENCE:** Two years direct experience in the last three years.

**FUNCTIONAL RESPONSIBILITY:** Enters a wide variety of source documents such as computer-generated reports, program coding sheets, and other narrative and statistical information using PC-based database management software. Examines and sorts documents by subject matter, category, or other specified manner. In accordance with established procedures, reviews source documents for completeness and accuracy. Detects and rejects illegible or incomplete source documents and information. Following instructions, collects and organizes management and technical data for entry into reports and databases in prescribed formats. Keys data very rapidly with a high degree of accuracy. Verifies accuracy and corrects data using automated data edit reports if possible. Reviews and annotates data sheets, reports, and other documents for data entry technicians. Maintains records covering verification statistics. May direct more junior Data Specialists.

**MINIMUM EDUCATION:** High school diploma.

**SERVICE CODE:** K16

**COMMERCIAL JOB TITLE:** Administrative Support Specialist I

**MINIMUM/GENERAL EXPERIENCE:** One year direct experience within the last two years.

**FUNCTIONAL RESPONSIBILITY:** Prepares various technically oriented documents such as reports, general correspondence, form letters, etc. which may include text, tables, and matrices. Work requires skill in typing; a knowledge of grammar; punctuation and spelling; and ability to use software reference guides and equipment operator manuals. Must know the basic functions of different types of software. Performs other clerical and administrative tasks as directed. Seeks further instructions for assignments requiring deviations from established procedures.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** K17

**COMMERCIAL JOB TITLE:** Administrative Support Specialist II

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Prepares a wide range of technically oriented documents such as reports, general correspondence, form letters, etc. which may include text, tables, and matrices. Work requires skill in typing; a knowledge of grammar; punctuation and spelling; and ability to use software reference guides and equipment operator manuals. Must know the varied and advanced functions of different types of software. Performs other clerical and administrative tasks as directed. Supervisor sets priorities and deadlines, but independently completes assignments and resolves problems. May lead lower level Administrative Support Specialists.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** K18

**COMMERCIAL JOB TITLE:** Administrative Assistant I

**MINIMUM/GENERAL EXPERIENCE:** One year direct experience in the last three years.

**FUNCTIONAL RESPONSIBILITY:** Follows specific directions exercising little judgment to provide administrative-type support to technical and management-level personnel to include project support in areas of program management, project control, report generation, scheduling and financial management. This includes, but is not limited to assisting in, documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, travel arrangements, conference/meeting support, office relocation planning, etc.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** K19

**COMMERCIAL JOB TITLE:** Administrative Assistant II

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Provides administrative-type support to technical and management-level personnel to include project support in areas of program management, project control, report generation, scheduling and financial management. This includes, but is not limited to, documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, travel arrangements, conference/meeting support, office relocation planning, etc. Exercises judgment in accomplishing tasking, and works somewhat independently.

**MINIMUM EDUCATION:** High school diploma with vocational training.

**SERVICE CODE:** K20

**COMMERCIAL JOB TITLE:** Administrative Assistant III

**MINIMUM/GENERAL EXPERIENCE:** Six years direct experience in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Specializes in coordinating and planning office administration and support. Fully understands and provides administrative-type support to technical and management-level personnel to include project support in areas of program management, project control, report generation, scheduling and financial management. This includes, but is not limited to, documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, travel arrangements, conference/meeting support, office relocation planning, etc. required in changing office environments. May report directly to a client, usually at the client location, to support its operations as required. May perform other duties as assigned. Exercises judgment in accomplishing tasking, and works independently. May direct more junior Administrative Assistants.

**MINIMUM EDUCATION:** High school diploma with vocational training.

**SERVICE CODE:** K21

**COMMERCIAL JOB TITLE:** Microsoft Office Specialist

**MINIMUM/GENERAL EXPERIENCE:** Six years direct experience in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Fully understands the suite of Microsoft Office products and provides support to technical and management-level personnel to include project support in areas of program management, project control, report generation, scheduling and financial management. This includes, but is not limited to, documentation planning and support, project administration, executive secretarial support, human resource planning, event planning and administration, travel arrangements, conference/meeting support, office relocation planning, etc. required in changing office environments. May report directly to a client, usually at the client location, to support its operations as required. May perform other duties as assigned. Exercises judgment in accomplishing tasking, and works independently. May direct Administrative Assistants.

**MINIMUM EDUCATION:** Microsoft Office Specialist Training and MOS Certification.

**HOURLY RATES FOR IT PROFESSIONAL SERVICES (SIN 132-51)**

Service Code	Service Area/ Commercial Job Title	Indigenous Site	Customer Site
<b>A-Management Support Services</b>			
A01	Program Manager I	\$116.21	\$96.42
A02	Program Manager II	\$164.18	\$136.22
A03	Program Manager III	\$180.37	\$149.65
A04	Project/Task Order Manager I	\$92.30	\$76.58
A05	Project/Task Order Manager II	\$102.57	\$85.10
A06	Project/Task Order Manager III	\$115.69	\$95.99
A07	Financial Analyst I	\$70.19	\$58.24
A08	Financial Analyst II	\$78.61	\$65.22
A09	Financial Analyst III	\$94.81	\$78.66
A10	Quality Specialist	\$75.29	\$62.47
A11	Project Control Specialist	\$78.86	\$65.43
<b>B-Systems Services</b>			
B01	Systems Architect I	\$116.77	\$96.88
B02	Systems Architect II	\$151.22	\$125.46
B03	Systems Architect III	\$166.05	\$137.76
B04	Systems Architect IV	\$180.25	\$149.55
B05	Information Engineer I	\$90.61	\$75.17
B06	Information Engineer II	\$96.20	\$79.81
B07	Information Engineer III	\$109.51	\$90.86
B08	Information Engineer IV	\$123.54	\$102.50
B09	Systems Analyst I	\$83.55	\$69.32
B10	Systems Analyst II	\$93.24	\$77.36
B11	Systems Analyst III	\$95.33	\$79.09
B12	Systems Analyst IV	\$119.00	\$98.73
B13	Business Process Reengineering	\$112.87	\$93.65
B14	Business Information Requirements Analyst	\$93.96	\$77.95
B15	Business Information Requirements Analyst II	\$108.24	\$89.81
B16	Business Information Requirements Analyst III	\$118.30	\$98.15
B17	Systems Engineer I	\$72.82	\$60.42
B18	Systems Engineer II	\$89.08	\$73.90
B19	Systems Engineer III	\$95.52	\$79.25
B20	Systems Engineer IV	\$109.53	\$90.88
B21	Systems Engineer V	\$121.58	\$100.87
B22	Network Engineer I	\$97.10	\$80.57
B23	Network Engineer II	\$107.32	\$89.03
B24	Network Engineer III	\$119.53	\$99.17
B25	Network Engineer IV	\$131.83	\$109.38

<b>C-Software Engineering and Programming Services</b>			
C01	Software Engineer I	\$87.71	\$72.77
C02	Software Engineer II	\$93.96	\$77.95
C03	Software Engineer III	\$97.10	\$80.57
C04	Software Engineer IV	\$111.61	\$92.60
C05	Software Engineer V	\$121.01	\$100.40
C06	Computer Programmer I	\$66.31	\$55.02
C07	Computer Programmer II	\$74.58	\$61.87
C08	Computer Programmer III	\$91.96	\$76.29
C09	Computer Programmer IV	\$106.67	\$88.50
C10	Computer Programmer V	\$120.65	\$100.11
<b>D-Database Services</b>			
D01	Database Specialist I	\$82.25	\$68.24
D02	Database Specialist II	\$90.37	\$74.98
D03	Database Specialist III	\$92.63	\$76.85
D04	Database Specialist IV	\$94.08	\$78.05
D05	Database Specialist V	\$114.34	\$94.86
<b>E-System Operations Services</b>			
E01	Systems Operator I	\$55.82	\$46.31
E02	Systems Operator II	\$57.46	\$47.68
E03	Systems Operator III	\$60.54	\$50.23
E04	Systems Operator IV	\$73.33	\$60.83
E05	Operations Manager	\$98.87	\$82.03
<b>F-Comm/Network Services</b>			
F01	Communications Network Technician I	\$41.75	\$34.63
F02	Communications Network Technician II	\$59.68	\$49.51
F03	Communications Network Technician III	\$74.20	\$61.56
F04	Communications Network Technician IV	\$81.60	\$67.70
F05	Data Communications Control Tech I	\$70.26	\$58.30
F06	Data Communications Control Tech II	\$77.93	\$64.65
F07	Data Communications Control Tech III	\$92.70	\$76.91
F08	Data Communications Control Tech IV	\$108.18	\$89.75
F09	Communications Manager	\$92.90	\$77.07
F10	Network Technician I	\$71.53	\$59.35
F11	Network Technician II	\$88.83	\$73.70
F12	Network Technician III	\$95.53	\$79.26
F13	Network Technician IV	\$105.36	\$87.42
F14	Network Manager/Administrator	\$107.77	\$89.41
<b>G-User Tech Support Services</b>			
G01	Help Desk Specialist I	\$52.64	\$43.67
G02	Help Desk Specialist II	\$62.09	\$51.51
G03	Help Desk Specialist III	\$75.23	\$62.42
G04	Computer User Support Analyst	\$57.94	\$48.07
G05	Computer User Support Analyst II	\$68.63	\$56.94
G06	Help Desk Supervisor	\$95.85	\$79.53

<b>H-Technician Services</b>			
H01	Electronics/Computer Technician I	\$65.03	\$53.95
H02	Electronics/Computer Technician II	\$74.85	\$62.10
H03	Electronics/Computer Technician III	\$89.11	\$73.93
H04	Engineering Technician I	\$65.67	\$54.49
H05	Engineering Technician II	\$73.08	\$60.64
H06	Engineering Technician III	\$78.78	\$65.36
H07	Engineering Technician IV	\$94.07	\$78.04
H08	Engineering Technician V	\$107.13	\$88.88
<b>I-System Security Services</b>			
I01	Program Security Specialist	\$78.28	\$64.95
I02	Program Security Specialist II	\$82.19	\$68.20
I03	Program Security Specialist III	\$92.97	\$77.14
I04	Program Security Specialist IV	\$99.36	\$82.44
I05	Security Risk/Threat Specialist I	\$83.98	\$69.68
I06	Security Risk/Threat Specialist II	\$95.52	\$79.25
I07	Security Risk/Threat Specialist III	\$109.39	\$90.75
I08	Security Risk/Threat Specialist IV	\$123.37	\$102.36
I09	Systems Security Engineer I	\$88.83	\$73.70
I10	Systems Security Engineer II	\$103.93	\$86.22
I11	Systems Security Engineer III	\$117.85	\$97.78
I12	Systems Security Engineer IV	\$128.97	\$107.00
<b>J-Expert Services</b>			
J01	Technology Consultant I	\$148.69	\$123.36
J02	Technology Consultant II	\$176.96	\$146.83
J03	Subject Matter Expert	\$192.96	\$160.09
<b>K-Other Professional Support Services</b>			
K01	Technical Training Specialist I	\$71.30	\$59.15
K02	Technical Training Specialist II	\$90.10	\$74.76
K03	Computer-based Training Specialist I	\$71.30	\$59.15
K04	Computer-based Training Specialist II	\$92.96	\$77.13
K05	Technical Writer I	\$49.47	\$41.05
K06	Technical Writer II	\$69.82	\$57.93
K08	Technical Librarian/Document Control Manager	\$43.62	\$36.19
K09	Logistician	\$109.73	\$91.03
K10	Logistics Technician	\$64.69	\$53.67
K11	Electronic Publishing Specialist	\$43.55	\$36.13
K12	Graphics Artist/Illustrator I	\$68.19	\$56.57
K13	Graphics Artist/Illustrator II	\$70.26	\$58.30
K14	Data Specialist I	\$34.36	\$28.51
K15	Data Specialist II	\$38.75	\$32.15
K16	Data Specialist III	\$56.70	\$47.04
K17	Administrative Support Specialist I	\$34.73	\$28.82
K18	Administrative Support Specialist II	\$41.67	\$34.58
K19	Administrative Assistant I	\$41.67	\$34.58
K20	Administrative Assistant II	\$51.52	\$42.75
K21	Administrative Assistant III	\$64.69	\$53.67
K22	Microsoft Office Specialist	\$71.16	\$59.04
K23	Microsoft Office Specialist II	\$85.22	\$70.71